

**CORONAVIRUS DISEASE 2019 (COVID-19) OUTBREAK  
TLC BUSINESS OPERATIONS UPDATE**

Greetings,

TLC continues to monitor news about the evolving spread of the new coronavirus, or COVID-19, around the United States and our region.

As a provider network delivering services to all our stakeholders, we have long had a business continuity plan in place. This plan ensures you will be fully supported regardless of events such as the spread of COVID-19. It accounts for multiple levels of business continuity and includes contingencies for everything from customer support, to IT and information security, to client services.

As of today, Thursday, March 12th, there has not been any impact from COVID-19 on TLC operations. As stated, we continue to monitor any reported cases in our region and in an abundance of caution, we have taken a number of steps to prepare for potential outbreaks in areas where we operate. Accordingly, we have been operational in our remote working capacity for some time as well as in our plans for essential function coverage. Our goal is to help contain and reduce the possible risk of spreading COVID-19 among our employees, our customers and our communities, while ensuring we continue to provide services to our stakeholders.

Our response team is regularly reviewing updated guidance from the World Health Organization (WHO) (<https://www.who.int>), the Centers for Disease Control and Prevention (CDC) (<https://www.cdc.gov/coronavirus/2019-ncov/index.html>), and other agencies, and we will adapt our response accordingly. These organizations' websites referenced above also provide timely updates and information as well which are good resources to refer to in this time of crisis.

Regardless of how this outbreak progresses, you can continue to rely on TLC to service your provider network needs.