



March 27, 2020

SPECIAL ALERT

COVID-19 Update: Temporary Changes Made for Certain Medical Record Requests

Recognizing the need for the entire health care community to work together during the coronavirus disease (COVID-19) pandemic, we're implementing changes to our claim adjudication process. This includes suspending some of our medical record requests for our commercial fully insured and Affordable Care Act lines of business. In addition, we're retroactively suspending certain requests for medical records for the past 60 days. These changes will be in effect through May 1. [Learn more](#)
