



Subject: Fully Operational and Available to Assist

Dear Friends,

As everyone is aware, we are living in unprecedented times and learning day by day how our lives are being impacted by COVID-19. Healthcare Bluebook continues to monitor the developments related to the Coronavirus and are fully committed to supporting our team members and clients throughout this health crisis.

The trust you place in us to provide guidance to high-value healthcare drives our commitment to ensure that we are available and fully operational during these uncertain times.

In accordance with the CDC recommendations and our commitment to contain the spread of the virus, Bluebook has developed a business continuity approach that allows us to continue full business operations with a remote workforce.

Last week, we tested our ability to remain fully operational without interruption. The results of those tests were successful and confirmed that every team member has full access to all normal business tools and systems from remote work environments allowing us to maintain daily operations and client care.

Our Member and Client Services teams are ready to assist you and your enrolled members as needed. We do not expect any issues, however, please do not hesitate to reach out to your account manager if you have concerns.

In the meantime, please let us know if your organization has special needs or considerations over the coming weeks or months as we navigate this uncharted territory together.

As always, we value your partnership and appreciate your continued support.

Thank you,

Scott Paddock
Chief Executive Officer, [Healthcare Bluebook](#)