



Texas Independence Health Plan (TIHP) would like to provide direction for their Network Providers and Vendors that render services to our members in the Nursing Facilities or transport them to or from the Nursing Facility. Currently, most of our network facilities are restricting routine processes, such as:

- Restricting visitors and non-essential employees/providers/vendors on their premises.
- Limiting Member routine specialty appointments, imaging/procedures, etc.

We believe the best practice is to have effective and consistent communication between the Plan, the Nursing Facility and the Provider. With the above listed changes in Nursing Facility daily processes, we are asking that Providers and Vendors contact the Nursing Facilities directly to see if previously scheduled services should still be rendered at this time. This includes activities at the nursing facility and those at outside specialty offices, imaging centers, etc. Please verify the current appointment status with the Nursing Facility representative for any previously scheduled appointments for our members.

We appreciate your understanding and patience during this time of uncertainty. We understand that current processes for set-up and cancellations of appointments may have to be altered due to the virus conditions and we expect cancellations and a lower volume of appointments being scheduled for a period of time.

Our goal is to keep all individuals, your employees and our members, as healthy as possible. We appreciate your efforts and collaboration with us during this time.

Please contact Anne Copas at 410-292-5628 if you have any questions.

Sincerely,

Liam Fry, M.D.  
Medical Director  
Texas Independence Health Plan