March 16, 2020

To our valued clients,

We at Advantum are committed to upholding the highest quality service to our clients.  We are closely monitoring the Coronavirus (COVID-19) situation in the United States and around the world, adjusting as needed to allow us to continue to uphold our commitment of quality service while ensuring the safety of our clients and employees.

As your partner, we understand that this is a time of uncertainty for you and your business. We have implemented protocols to ensure continuity of service to our clients while adhering to procedures that will limit spread of the virus.

Advantum Health is pro-actively limiting business travel for employees. We will continue regularly scheduled, and impromptu meetings with clients virtually or via phone. Your Account Manager will contact you to make any schedule or venue changes.

In the unlikely event we are required to temporarily close one of our offices, we have instituted procedures to continue to provide uninterrupted service under a secure framework defined under the guidelines of SOC2 and HIPAA. With nine facilities around the globe, we are prepared to adjust service between locations as needed, based on guidance from the Centers for Disease Control and Prevention (CDC) and other federal and state agencies.

During this time, your Account Managers will be in contact with your practices frequently to share updates as they become available. Please continue to reach out to your Account Managers, Account Leads, and dedicated team email addresses, as you always have.

Thank you for being a valued Advantum Health client. We are committed to maintaining the highest level of quality service during these challenging times. Please reach out to us directly with any questions or concerns you may have.

Sincerely,

Karen Ferrell, CEO

Advantum Health