

Message to Providers Community

Dear Provider,

ArchCare Community Life is asking that all of our providers partner and assist us in maintaining a safe environment for our member's during this COVID-19 pandemic.

ArchCare Community Life is asking that participating and non-participating providers do not suspend or withhold any medically necessary or personal care member services at this time.

ArchCare Community Life is working diligently to assure all providers have current authorizations for services provided.

In the event a service must be rendered to maintain member safety without an authorization, ArchCare Community Life will assure an authorization will be issued to you in the near future.

We appreciate your understanding and cooperation during this time while we work together to support this frail and fragile population during this COVID-19 crisis.

If you have any questions or seek clarification on any of the above, please contact us at 1-855-467-9351.

For more information on COVID-19, ArchCare has set up a dedicated COVID-19 Hot line: 1-877-239-1998 or find updates and information on our website: www.archcare.org/updates-coronavirus-covid-19