



**STARLINE**  
TWENTY YEARS STRONG

APPROACHABLE, KNOWLEDGEABLE, DEPENDABLE

In this rapidly changing environment, StarLine holds true to our model. Our producers and clients can rely on us to be a trusted resource that remains *Approachable, Knowledgeable and Dependable*. As your partner in stop loss, we want to ensure we are addressing issues as they arise, and are always happy to talk through questions amidst this fluid situation.



For more information or general assistance please call us at (508) 809-3179. Stay safe and stay well.

Several years ago, StarLine took into account a pandemic outbreak mitigation strategy as part of our business continuity plan and design of our systems. Our strategy is multi-faceted. However, it's the combination of our cloud-based platform, maintaining redundancies across East and West coasts, and our paperless practices that allow our associates access to all StarLine documents and resources.

There has been no interruption to our exceptional service at any point during this global pandemic. Each of our associates is equipped to work from any one of StarLine's five offices and, for the safest of measures, from their own established home office.

In conjunction with our carrier and reinsurance partners, StarLine is pleased to confirm support for the following actions our self-insured stop loss policyholders may elect to take in response to the COVID-19 virus:

- *Waiver of deductibles, co-pays and cost sharing on covered participants for COVID-19 testing.*
- *Waiver of cost sharing for virtual visits or telemedicine.*
- *Early refills of medication to ensure participants have a 30 day supply.*

For policyholders choosing to amend their Plan Document for these or any reason(s) related to COVID-19, we require amendments be submitted as quickly as possible, but not later than the end of the plan year.