



Corona COVID-19 Virus Update for Paramedical Services, APPS-Massachusetts

March 23rd, 2020 update.

Hello to all our valuable insurance customers. I hope you and your families remain well and healthy during this time.

This is an update to the below, most of which stays in place but some changes due to today's MA Gov Baker directive.

Thank you for contacting **APPS Paramedical**. **"We are open for business as "Unusual" as per the earlier operational guidance (below)**. However a few new things. As far as e-mail to our main Apps@appsmasss.com e-mail account, we will get to it as fast as possible. But if there is some slight delay in getting back to you please understand due to latest the COVID-19 situation in MA., our office is working remotely and a little stretched due to working our best with somewhat thinner than usual and/or delayed examiner coverage. We still have plenty of examiners working, but not at completely full capacity as we were recently (and hopefully will be again soon).

We have some examiners working their regular schedules. We have some examiner working modified schedules, and we have some examiner that are shutting themselves down for a temporary period of time (most are using the April 7 directive). Thus the flexibility and speed of scheduling is impacted, but we still have plenty of examiner to work with, but we still have to work around some schedules. This is a fluid situation and examiners are updating us as to their exam service capacity as I write this.

You can please also certainly call us as usual at **781-431-7007** and we will do our best to pick up and work with you remotely. Again please bear with us if for some reason you get a voicemail leave all your information and best call back number and we will get back to you as soon as possible. Or in the event you get or busy signal please try again in 15 minutes. Tuesday March 24th will be a transition day, so please accept my apologies for any service disruptions especially tomorrow, and of course to some extent going forward, especially during the state defined period.

We will continue to do our best to get your exams scheduled/completed as we understand how important it is, and maybe even more so during these times. But we are working with both applicant and some examiner restrictions or postponements and temporarily somewhat thinner coverage. Wherever it is possible to schedule something sooner we will do our very best.

Thank you very much, and we wish all our loyal insurance customers, our staff and our field examiners health and wellness during these unprecedented times.