



Giving Missouri Doctors the Peace of Mind to do What Doctors do Best.™

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Dear Provider,

First and foremost, I would like to extend my personal thanks to the entirety of MoDocs membership for their critical frontline work fighting this virus. Our membership is composed of the finest doctors in the state of Missouri.

As the coronavirus situation is continuing to develop, the health and well-being of our members and our employees has remained our top priority. We have begun taking active measures to allow staff the ability to operate remotely when possible. So that service to our members is not disrupted, MoDocs plans to continue operations at both our main office in Saint Joseph, as well as our Saint Louis office as long as local regulations and safety permits.

We have implemented a plan to minimize unessential travel, including office visits with clients. We realize that medical offices will be facing unheard of challenges, and in person customer service not safe. We are also emphasizing electronic communication which is less intrusive, and allows you to follow up with us when it is convenient.

We are here to support you and want you to have the peace of mind to focus on your patients, not your coverage. We are providing coverage for telemedicine at this time and allowing providers to practice in other states to assist in the crisis. Retired physicians who wish to return to assist during Covid-19 will not sacrifice their Freedom Tail coverage. We encourage you to contact your MoDocs representative with questions you may have.

The dynamics surrounding the virus will continue to change in the days and weeks ahead. What must not change is that physicians and care teams remain vigilant and careful. They should be exceptionally proactive in documenting interactions, rigorously following protocols, and keeping abreast of emerging insights and data as they become available.

We appreciate the trust you have placed in MoDocs, and we are fully dedicated to easing any burdens we can for our policyholders during this very challenging time.

Respectfully Yours,

Martin Bauman
President