



All Team Members,

A few times in the past month, I have discussed how I believe Elara Caring is going to emerge from the COVID-19 pandemic as a better, strong company. Today, I want to give you some examples that demonstrate how my belief is already becoming a reality.

We have taken several steps to become a Partner of Choice for our referral sources and other providers. Across the industry, and as a result of the COVID-19 virus, patients and clinicians are concerned for their personal safety and are denying or being denied care. This week, we launched Elara Caring TeleHealth, which will help address these concerns for its patients, partners and caregivers.

Our patients can now receive the vital care they deserve through interactive video visits from their clinician, minimizing risks to COVID-19 exposure. These services will be rolled out across our entire footprint in the next several days.

We are incorporating DocuSign to gain consent for hospice care electronically. This helps our hospice team because given the current situation, it is difficult at times when the patient, power of attorneys, and doctors are not able to travel to give in-person signatures.

Our sales team has been working hard to continue to sell in this new environment. Many are still out seeing customers, but where we have access issues, the team has been selling through FaceTime, texting and email communication. They have been having virtual meetings with our referral partners and working hard to keep them informed of why Elara Caring is positioned to take on more patients during this pandemic.

There are also key focus areas on new referral streams like Emergency Departments, Urgent Cares and Specialty Physicians, who don't normally refer to home care.

Our outreach team has been calling patients to let them know we are here for them during this difficult time, reaching more than 9,000 patients in our most recent outreach. And our CAREtinuum group has also been working to ensure patients are getting proper care, as well as providing referrals to branches when patients request resumption of care, reaching another 1,000 patients daily. All of this reinforces our commitment to patient and caregiver safety.

Multiple data reports indicate we are distancing ourselves from the competition with our ability to adapt, innovate and problem solve during this crisis.

We are growing as "One Elara" and I couldn't be more proud. Keep up the great work and keep delivering our mission - Right Care, Right Time, Right Place.

A handwritten signature in black ink, appearing to read "Scott Powers", is positioned above the typed name.

Scott Powers

Chief Executive Officer

4.3.20