



HCP Member Teletalk Conference Transcript from April 14, 2020

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[00:00:03.98] SPEAKER: Well good morning, everybody. We're just about to get started. And if you've been waiting for a while, thanks for your patience. Let me do just one more reminder that this is a Teletalk for SCAN Health Plan Members. You'll also be hearing from a Health Care Partners doctor so I encourage you to get a pen and paper if you've not done so yet. We're going to be giving out helpful information and some important phone numbers that you'll want to make note of. Finally, I want to assure you that while you can hear us, we can't hear you.

[00:00:37.34] So don't worry about any background noise. We're good. And with that, let's get started. My name is Jill Selby. I'm a corporate vice president here at SCAN Health Plan I've. Been here for about eight years. And I've done a lot of these phone calls and they've gone really well. And the reason why we're doing this call today is because everything we're doing to keep ourselves and one another safe means we have to find new ways to get care, whether that's refill on a medication or routine care appointment. And if we get sick, or are in need of supplies, what do we do since we're supposed to shelter in place?

[00:01:16.36] You know, we've gotten many questions like this from SCAN members over the last few weeks. So here to help me answer those questions, we have Dr. Christine Castano, a medical director with HealthCare Partners, and Dr. Terry Offenberger who's one of SCAN's medical directors. I'll have them introduce themselves in just a moment. But kind of to give you a flavor of how the format is going to go, I've got some questions. We'll throw them out to the physicians. And we'll get their responses. So first up Dr. Offenberger, welcome to today's Teletalk.

[00:01:51.73] Can you introduce yourself to our listeners and then explain what safety precautions are most important during this time and why?

[00:01:59.86] TERRY OFFENBERGER: Certainly. This is Dr. Terry Offenberger. I'm a SCAN Health Plan vice president and California medical director. Part of my responsibilities include improving access to preventive services. I've been with SCAN for three years. And I'm a California native. Social distancing includes several components. One is the physical distancing



where you're supposed to try to keep six feet apart from other folks. Try to avoid going out as much as you can. And if you do need to go out, try to put a face covering on.

[00:02:35.44] Or if you're around somebody, especially if they have to be within six feet for a period of time, have a face covering on even if you're indoors. It's also important to wash your hands frequently, especially in advance of any eating or drinking or if you're going to touch your face. Those are the three main components. The physical distancing, face coverings, and the handwashing.

[00:02:59.58] JILL SELBY: Yeah, those are good reminders. We see that on television all the time. And someone gave me a tip is when you wash your hands, sing the song happy birthday so you do it long enough. You know, physical distancing is the big challenge, in particular when it comes to getting health care. But between SCAN and HealthCare Partners, you've got options. So let's bring in or HealthCare partners doctor now. Dr. Castano, can you introduce yourself to our listeners?

[00:03:25.86] CHRISTINE CASTANO: Sure. Good morning, everyone. My name is Dr. Christine Castano. And I've been with HealthCare Partners for approximately 20 years. Most of that time I was a primary care doctor practicing in Pasadena and Arcadia. So a shout out to my former patients. And what I've been doing since that time is I'm a medical director for quality at HealthCare partners. Which means that my team makes sure that we do very well in getting people the preventive care that they need for cancer screenings, as well as making sure that people with chronic conditions get the care they need.

[00:04:02.79] Such as people with diabetes and all the testing and control that needs to happen for someone with diabetes. So that's what I do. And I'm really pleased to have the opportunity to speak with you today.

[00:04:16.45] JILL SELBY: Yeah. Thank you. We're so happy you're with us. So now I'm going to ask you some questions we know that our members have. So let's start with, **what about appointments scheduled before the COVID-19 pandemic hit? Are those appointments automatically canceled?**

[00:04:33.06] CHRISTINE CASTANO: No, they're not canceled. But what we are doing is we very quickly stood up the capability of doing most of our appointments by telephone. So if you have an appointment coming up, you may want to call the site and find out what they want you to do. There are some problems where you do have to go in. And I'll talk about that in a moment. But for many problems, we can take care of you on the phone. And either at that time or at another time that's given to you by the staff, you can have a telephone appointment with your doctor.

[00:05:07.71] We are starting also to start the capability more and more in the coming weeks of being able to do video visits with your doctor also. So that will be coming more. But for now,



we're doing most of our visits by phone. But we do have the capability, if you have a problem that needs to be seen physically, we will have you come into our offices. And you can expect to have your temperature taken before we let you in the door, and have you put on a mask. Everyone will be wearing masks. And they will have had their temperature taken before they show up for work.

[00:05:43.41] So we're trying to keep those sites as clean and COVID free as possible so that it's safe for people to come in when they need to.

[00:05:53.06] JILL SELBY: Wow. That sounds like you guys are putting in a lot of precautions. You know, **what if a member is due for a follow up care? I know you talked earlier about diabetics. Those people get specific lab tests, like a hemoglobin A1C, for example. Or another condition that's being monitored. What do members do?**

[00:06:12.31] CHRISTINE CASTANO: Yes. So I know that's a big issue for many people. My own mom got a lab slip from one of her doctors shortly before all this hit. And we're still waiting to get her labs done. It really depends on what your condition is and what the lab is about. So some things, you know, if it's done this week, if it's done a few weeks down the road, no big deal. But there are other things that do have time sensitivity to them. And the doctor would want you to get that done soon.

[00:06:40.56] So if you're not sure what to do, call your doctor and get advice as to what needs to be taken care of now and what can wait till the other side of when we're allowed to go outside again. But I do want to let people know who have chronic conditions, such as diabetes, obesity, congestive heart failure, chronic obstructive pulmonary disease, or chronic lung disease, we do have a health-- we call it Health Enhancement-- it's a patient health education program. We've had this all along. We've revamped a lot of the classes within the last year.

[00:07:15.15] And what we did very quickly when this started is we changed everything from in-person classes to classes being done by webinar, similar to this Teletalk. You can join on your computer if you're computer savvy that way. And if you prefer telephone and paper, we can mail you the materials. And you can call in. But any way that works for you, we can allow you to participate in these classes. And what can happen is it can help you take care of yourself by teaching you about your condition and what you need to be doing to take care of yourself.

[00:07:51.44] Because with all of these conditions, you're at higher risk if you do get the disease. And you want to do everything you can to stay as healthy as you can so that if you get it, you'll have the best chance of doing well. So the telephone number for that, if you've got a pen, is 800-3-3-5-3-3-6-2. If you call, we can get you set up with one of the classes that are going on.

[00:08:18.44] JILL SELBY: That's really good advice and encouraging. You know, you talked about your mom. I have my parents. They're also SCAN members. I think I get a call from them



everyday saying, you know, I think I might have COVID-19. I sneezed this morning. You know, **what if a member suspects they might have COVID-19? What do they do?**

[00:08:37.58] CHRISTINE CASTANO: Yes. So I know everyone's really attuned to symptoms. Every morning I wake up with a little bit of a scratchy throat and a cough. And I think, oh, no. Do I have it? But then I realize, you know, I've had a scratchy throat and a cough when I wake up for, like, the last 20 years. So this is no different. But seriously, if you have a new sore throat, if you have a new cough, certainly if you have a fever, those are kind of the big three signs of having the disease. And you want to make sure you let us know this is going on right away. So call your doctor's office.

[00:09:10.49] You can even call outside of regular business hours if you're a HealthCare Partners patient where you come into one of our offices. Even after hours, the doctor's phone number goes straight to our patient support center. And we have nurses on 24/7. We'll go through the symptoms with you and let you know exactly what to do. Similarly, for patients who go to the private doctor's offices, they will also have ways of letting you know what they want you to do. And if you need testing, we'll be sending you to our urgent care. That's where we have located our tests.

[00:09:49.04] And we do have tests for patients who need to be tested. And we have a procedure where people will come to your car in the parking lot. So you don't even have to go out of the car. We, again, check everyone's temperature, mask people up before they come in if they come in for other problems. So if you think you have it, give us a call. And we will tell you exactly what to do.

[00:10:14.44] JILL SELBY: Good. That's really good advice. You know, in addition to COVID, you know, people are still dealing with other illnesses and getting injured. You know, I know my next door neighbor has been spending a lot of time in her garden to occupy her time. She got stung by a bee and had a really bad reaction. So she needed to go into urgent care. **I want to let those people listening on today's call that scan has a telehealth benefit. That's one option for urgent care needs. It's a 24/7.** You can do it by your telephone, virtual visits. There's no copay. These calls are handled by board certified doctors.

[00:10:50.87] They're not affiliated with HealthCare Partners as Dr. Castano just spoke about. So there isn't going to be any record of it. But that's why we're glad to hear that HealthCare Partners has urgent care services for their patients. So **Dr. Castano, can you tell us more about HealthCare Partners' urgent care?**

[00:11:08.98] CHRISTINE CASTANO: Yes. So we have urgent care centers in most geographies that we are-- excuse me-- we are using for testing. And also they're still seeing patients who have urgent problems, as they always have. If you call our patient support center if you think you need urgent care, or if your doctor has told you to go to urgent care, best to find out exactly which one is open and doing what. Because we may, as this gets worse, designate



certain sites for certain types of problems. So give us a call at our patient support center ahead of time. And that number is 800-4-0-3-4-1-6-0.

[00:11:54.53] And we'll be repeating these numbers at the end. So anyway, so they're available. And once again, calling our patient support line, which is the number I just gave you, you can talk to a nurse. They can help you figure out what to do and where to go, and make sure that you are being taken care of in an appropriate way for the problem that you have, and also a safe way to prevent you from getting anything. So that's what we're doing.

[00:12:24.57] I do want to add, though, that, you know, if you have a serious illness, if you have an emergency like you're having chest pain, or if you can't breathe, or if you fell in your garden and you think you might have broken your ankle or something like that where ordinarily you would call 9-1-1 and go to the emergency room, that's exactly what you should do.

[00:12:46.28] Because the emergency rooms themselves have also put into place the kinds of masking, checking temperatures, and physically moving patients from one place to another to take care of the urgent problems and emergency problems that come up in the population. So don't hesitate if you've got a real problem, call 9-1-1 like you would have before.

[00:13:23.00] JILL SELBY: OK, great. You have a very calming approach, Dr. Castano. I appreciate it. You're making me feel less anxious about all this. You know that we also have other appointments that are being canceled, not just medical appointments. Things like routine dental appointments, vision, hearing exams. You know all of those are on pause for now. But **I want everyone listening today to know that things like urgent or emergency dental care are still available.** The majority of you on this call today have dental coverage with SCAN.

[00:13:56.98] And you can call your dentist office, kind of describe your situation, similar to how Dr. Castano explained calling your doctor, telling them what's going on. And if they feel that you have an urgent need, they'll get you in. And, you know, a lot of our members rely on SCAN's transportation. So **a reminder to everyone that your transportation benefit's still available.** If you need a ride to go to an urgent care appointment or to the pharmacy to pick up your medications, you know, we are really recommending that everyone kind of follows the stay at home guidance as much as possible.

[00:14:33.35] But if you do need a ride, rest assured, we've still got you covered. You know, I know **you mentioned earlier, Dr. Castano, that people should call 9-1-1 if they need to. I know for my own parents, they say, you know, even is the ambulance safe, like, when they pick me up? Are they going to keep me healthy, you know, as I go to the hospital? Do you have any thoughts about that?**

[00:14:55.46] CHRISTINE CASTANO: Yeah. I think everyone's doing kind of what we call universal precautions. Most places that are involved in medical care and certainly-- they may be doing this at a lot of the grocery stores, too. People are taking their temperatures before they are



allowed in the door to work. And then there's protocols. And actually, the LA Department of Health and the CDC have put out guidelines as to when a worker can work and when they should be kept away from the workplace.

[00:15:27.16] Because they may have been exposed to somebody who definitely has COVID or they may be having symptoms themselves. So while we're also working to take care of you, we're also working to take care of the workforce and make sure that the people who are showing up at work to take care of you are not going to make you sick themselves. So you should expect, you're going to see people in masks, you're going to see people dressed up like spacemen. And that's to protect them. It's also to protect you. But, yes. If you need emergency help, you need to get emergency help absolutely.

[00:16:03.21] JILL SELBY: That's good. So let's change gears a little bit. You know, many members see specialists and some might have referrals that they're not able to schedule at all. Meaning, they just could have seen a primary care doctor who referred them to a cardiologist. And then the pandemic happened and those visits either not got scheduled or they've been canceled. And you know, **a lot of times referrals expire after six months. So Dr. Castano, what do you advise to members in this situation?**

[00:16:32.92] CHRISTINE CASTANO: Well, I think first of all, if you were in the middle of having a significant problem being taken care of that needed monitoring and so forth, definitely call that specialist and make sure that you're getting the advice that you need as to what is the pace of follow up that you should be following, and can it be done by phone, or do you to have to come in.

[00:16:56.68] But for people who have more routine care where it's safe to delay it, or elective surgeries, what we're doing-- actually I was just on a call before this with our referral department-- we are going to be automatically extending every one of our referrals that was open as of March 1. It's going to be extended out to the end of September. And I think next week you're going to be getting a call, an automatic call, from our chief medical officer telling every patient that that's happening. So you don't have to worry about it.

[00:17:31.36] And we're also telling the doctors that we referred you to that we're going to honor these until the end of September. And so they don't have to worry about it either. So you won't have any barriers. That referral that you have in your hand, or in a drawer, or still in the mailbox, is going to be valid through the end of September so you can get the care you need. But definitely, check in with the specialist you were supposed to see if you're being treated for something ongoing or if you haven't seen them yet at all for the problem.

[00:17:59.34] Check with your PCP and make sure you're not delaying things that could make you worse from other things than COVID. So you want to make sure you're getting care when you need it. And that is available to you.



[00:18:10.16] JILL SELBY: Wow. Sounds like you guys have thought about almost everything. You've dotted I's and crossed T's. I know my confidence feels very strong about HealthCare Partners. And I'm sure people listening today feel the same. You know, **we've heard from members who want to be sure that they have plenty of medication on hand. You hear it on the news. You see commercials for it. So I want our listeners today to know that SCAN offers a number of ways to get this.**

[00:18:34.57] So you know, as you continue to keep safe at home, this is a good time to start thinking about changing any prescription medications you take on an ongoing basis. We kind of call those maintenance medications. **Change them from a 30 day supply to a 90 day supply.** I don't know about you, Dr. Castano, but the last 30 days has kind of flew by for me. So if you think about getting 90 days supply, it'll stretch it out longer for you. You can also request medication refills earlier to ensure you don't run out. **SCAN has always offered, but I'll reinforce it now, a mail order program through Express Scripts Home Delivery.**

[00:19:13.66] That's where you can find some of the lowest prices for prescription drugs. And they give free delivery. And **many local pharmacies are offering additional services to help their customers at this time.** I know, speaking for myself, I'm a CVS customer. And they offered free delivery so my prescriptions came right to my door. You can also do curbside pickup. I've heard about that. You stay in the car and they put them in your trunk. They also can add, you know, essential items to your medication order. So household supplies, things even like shampoo, they're letting people add to their orders.

[00:19:48.76] So you probably should call your pharmacy to learn about what options they have and see what will work for you. You know, if you haven't used, yet, your **SCAN over the counter benefit**, you should consider doing so. This would be one of those points you might want to jot down on your paper. With this benefit, you can offer a variety items online or by phone. And they're delivered right to your home. And these are things like aspirin, cough drops, one of the big sellers we have our members ordering is toothbrushes and toothpaste. Which I'm sure makes every dentist out there happy.

[00:20:24.34] But, you know what? If you need any additional medication assistance, or you need a copy of our over-the-counter catalog, you just need to call SCAN Member Services. But Dr. Castano, I'm sure there's people listening today that are saying, that sounds great, Jill, but **I don't have any refills left on my medications. What should they do as a patient of HealthCare Partners?**

[00:20:46.48] CHRISTINE CASTANO: Yes. So if you need to get more refills on your meds, or you wanted to change it from a monthly to a 90 day prescription, just call your pharmacy and let them know that's what you want to do. And then the pharmacy has direct lines into our pharmacy departments and to your doctor's offices where they can more easily get that to happen than you calling the doctor. So call your pharmacy and then they'll take care of it behind the scenes with your doctor.



[00:21:16.96] JILL SELBY: That's good advice. OK. So let's talk about the social challenge of this social distancing. I know, for me, I'm a super social person. I'm out and about every day so this is even hard for me. And I know one of the hardest challenges with keeping physical distance is kind of keeping in touch with people. And you know, with all the rain-- today the sun is out thankfully-- but we've had a lot of rain lately. And getting outside has been hard. Dr. Offenberger, what do you recommend for our listeners today?

[00:21:49.39] TERRY OFFENBERGER: Well, a few suggestions. Getting some fresh air can make a big difference, even if it's just sitting on the patio or a balcony. But if you can get out and get some exercise, that's even better. Walking, jogging, riding your bike outdoors, if you can get outdoors, that is great. As long as you could practice social distancing while you do it. Connecting with other people, like by playing virtual games. Words with Friends on your smartphone or your computer can really help make a connection. And doing something like FaceTime with friends or family, even if it's just for a few minutes.

[00:22:23.62] It can help you feel connected. For mental fitness, doing some puzzles, crosswords, or I like to do Sudoku, which is a numbers puzzle. For SCAN members who have Silver Sneakers benefits, it's more than just the gym. I know the gyms are closed. But Silver Sneakers offers online videos and live Facebook workouts. And there are other online tools available, even outside of Silver Sneakers to do workouts at home. I've been doing some calisthenics at home, myself, to try to keep fit.

[00:22:54.85] JILL SELBY: Yeah. That's great. You know, talk about mental fitness. My family and I did one of those huge puzzles. Talk about a mental challenge. Dr. Castano, do you have anything to add?

[00:23:06.29] CHRISTINE CASTANO: Yes. I think getting together virtually is a great thing if you're at all computer savvy. We have some family friends we've known since I was a little girl. And every Friday now they all have dinner together virtually. So the parents, and then their three girls who are grown and have their own families, at a particular time on Friday, they all have their dinners in their own dining rooms. And then they have Zoom set up so that they're all having dinner together. So doing something like that can be fun and can start to get a routine so that you feel more connected to people.

[00:23:49.21] JILL SELBY: Yeah. I love that idea. I'm going to socialize that with my family tonight. Well, you know, we've gotten a lot of frequently asked questions. And I'm going to read a few of them and kind of give the answers. But I invite the two of you, the physicians on the call, to add anything. So just let me know. So the first question is, **are my co-pays for COVID-19 visits the same as my other office visits?** So you know, most, if not all, of the people on this phone call, you know, you don't have any copayments when you go to see a primary care physician or a specialist.



[00:24:27.78] You know, you have zero dollar co-pays. But for whatever reason, if you do have a copay, anything related to COVID-19, that would be an office visit or an urgent care visit or even a lab, is all zero dollars. So to answer the question succinctly, anything related to COVID-19 is covered at no cost. Anything the two of you want to add to that?

[00:24:54.38] TERRY OFFENBERGER: Just as you said, if it's related to COVID, then you're not going to have an out of pocket expense related to co-pays. But most in Southern California aren't going to have a copay for an office visit if they're with SCAN.

[00:25:09.53] JILL SELBY: Right. OK. Here's another common question. It says, I'm running low on supplies and trying to keep my distance because I have a lung condition. Do you have any suggestions? So, you know, as you probably know, most local grocery stores are offering senior-only shopping hours. You know, they're typically in the morning. I think I saw Trader Joe's talk about even like 8 o'clock in the morning are senior hours. You know, you can call your local store and find out.

[00:25:39.19] A lot of the grocery stores are also putting into place social distancing rules and only letting certain number of people go into the store. But if you can't get to the store, or your doctors told you not to, you know, do you have any friends or family who can help out? You know, perhaps they can drop supplies off outside your door. And you know, and here's something I think is a really great idea. A lot of restaurants are offering basic groceries and toilet paper for pickup or delivery. You can call a few near and ask or visit their website.

[00:26:14.38] If you're online, this is a great time to try a service like Amazon or Instacart. I know we just started that for my parents and they're fascinated with it. If you're not online, you know, ask a neighbor. You know, call someone. Drop a note in their mailbox. You know, we're seeing many communities draw together to support one another. I actually offered to give groceries to a neighbor of mine that had lived down the street for me for years. I didn't know their name until recently and I'm helping them out.

[00:26:42.94] But first and foremost, you know, you're always to call SCAN Member Service because we're keeping track of community resources that can help you, too. So just give us a call if you have any options. So Dr. Castano, any thoughts on that?

[00:27:01.40] TERRY OFFENBERGER: Well, This is Dr. Offenberger, but I think it is especially important to try to limit going out as much as possible. If you need groceries, then that's a particularly good time-- if you have to go out-- to wear your mask, practice the six foot social distancing. If you have something like Purell to use that liberally while you're in the store, especially if you're tempted to touch your face while you're there. Put on some Purell first. But try not to touch your face. And try to use the Purell before and after you go. If you can do a delivery service, that's even better.



[00:27:41.63] Then they bring it right to you. And if you can have friends or family bring it to you. I know I've been using a delivery service and I think it's been really helpful. One of the tips I thought of to is to try to plan ahead so that you can get enough for two weeks at a time, if that's possible, so that you don't have to go out very often. I mean, before all this happened, I used to go to the grocery store actually a few times a week to get fresh produce. I try to eat healthy. And it's been a hard change for me. But I'm trying to stretch it out as long as I can between visits.

[00:28:19.04] JILL SELBY: Yeah. Those are some great tips. So we have one--

[00:28:22.43] CHRISTINE CASTANO: Yeah.

[00:28:22.84] JILL SELBY: Go ahead, Dr. Castano.

[00:28:23.90] CHRISTINE CASTANO: Sorry. I had muted myself by mistake so I wasn't able to answer. You know, one thing I've been telling my friends and family to do is, if you have a small bottle of hand sanitizer to keep it in your car. And when you get in your car, open your door. Don't touch anything in the car. Do that hand sanitizer first. And then get in the car and touch things. And then that way the inside of your car stays a COVID free environment. A clean environment. And then same thing when you go in the house, you want to wash your hands.

[00:28:59.27] But trying to keep that inside your car area germ free is good.

[00:29:06.89] JILL SELBY: Yeah. That's good advice. I thought about that myself when I got out of the store, and touched my steering wheel, and realized I hadn't used that sanitizer. OK. So we have time for one more question. And you know, this is more of a comment that we've heard from several members. And you know, they say they're feeling anxious and they want to know what they can do about it. So I'll weight in first. You know, being anxious about COVID-19 situations is totally understandable. You know, we're all feeling a little bit out of control these days.

[00:29:36.57] But you need to ask yourself if you're watching too much negative news about this. You know, we want you to stay informed. But don't leave the news on for hours at a time. You know, if you're feeling anxious, don't pretend you're not. Instead talk about it. Share your concerns with a friend, neighbor, or family. And if you're feeling overwhelmed, though, you may need to talk with your doctor. Call your doctor and find out what to do about how you're feeling. And so Dr. Castano, you've been so calming on this call, which I appreciate very much.

[00:30:10.60] But do you have anything to say to patients who might be feeling anxious or depressed and are kind of embarrassed to talk about it?

[00:30:18.66] CHRISTINE CASTANO: Yeah. There's a lot of ways to help calm yourself. If you're in to kind of mindfulness at all or meditation, there's apps that, you know, can walk you through short meditations. There's things online for that. Even just sitting and looking out the



window, or looking at something that you like, like maybe your favorite book, or a plant, or flowers, and just taking some nice slow, deep breaths, putting on some nice music, just having a little time out for yourself from all of this can be helpful.

[00:30:58.21] A lot of people find that journaling, writing, just writing down what you're thinking every day can be helpful. Because you're sort of getting it out of you and not keeping it inside of you. Talking to other people, definitely. Although there are some people who can just make you feel more anxious after you talk to them. So avoid them.

[00:31:16.86] JILL SELBY: That's true.

[00:31:18.14] CHRISTINE CASTANO: Yes. But you know, the other thing, give yourself a break from the news. I can tell you, you know what? Tomorrow there's going to be tens of thousands more people in the United States infected. That's just going to be the way it is. You don't have to turn on the news to find that out. So give yourself a holiday from the news for a day. It can make a huge difference. And you know, we're doing everything we can. **And just know that by staying inside, and not going out unnecessarily, and supporting the people you love in them staying inside and not going out unnecessarily, you are saving lives just by doing this.**

[00:33:24.87] Remember for questions about your health care, including things about you like appointments or medications, you always want to call HealthCare Partners and in addition to your regular doctor. And that patient support center number is 800-4-0-3-4-1-6-0. And that's 24 hours a day, seven days a week. And then for those health enhancement classes that Dr. Castano talked about, you call 800-3-3-5-3-3-6-2. If you have questions about your benefits as a SCAN member, or you have other support needs at this time, you can call SCAN Member Services.

[00:34:08.93] That number is on the back of your ID card. But it is 1-800-5-5-9-3-5-0-0. We're open Monday through Friday from 8 AM to 8 PM. And then I mentioned earlier that telehealth virtual doctor visit as part of your scan benefits. You can call MD Live at 8-8-8-9-9-3-4-0-8-7. And that's also 24 hours a day, seven days a week. So first, Dr. Castano, Dr. Offenberger, thank you so much for your time and your information today. You know that's our Teletalk for everyone today. I appreciate everyone listening. Stay safe and stay well to everybody. Goodbye.

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