



**From the desk of John Kolozsvary, JVHL CEO**  
**March 23, 2020**

As you have all heard, Governor Whitmer has issued Executive Order No. 2020-21 which requires the temporary suspension of in-person work activities that are not necessary to sustain or protect life. This order takes effect on March 24, 2020 at 12:01 a.m. and continues through April 13, 2020 at 11:59 p.m.

The health and safety of the employees and visitors of the administrative offices of Joint Venture Hospital Laboratories remains the topmost priority. As we prepare for this temporary office closure, JVHL wants to assure you that we will continue to provide service to network members, patients and health plan customers who depend on us for access to quality health care services during the national public health emergency caused by COVID-19.

We have a dedicated team who will remotely manage the JVHL telephone lines, prior authorizations, website access, claims processing, payment distributions and result reporting during this time. Remote operations for the most part will appear 'business as usual' with a workforce slightly less than normal. This will remain in effect as long as needed but we will be re-assessing day to day.

**JVHL Remote Team Key Contacts**

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Thank you for your understanding and continued partnership during this critical time.