

## Important Information About Our COVID-19 Preparedness

Dear valued customer,

On behalf of everyone at ABILITY Network, an Inovalon company, I want to thank you for the critical work you're doing to address the COVID-19 crisis.

Our mission is to help you manage the administrative and clinical complexities of your business, even during unprecedented times like these. Whether you use our applications to manage patient access to care; the financial processes of your practice; communicate with and schedule key clinical providers in your facilities; improve the quality of care; or identify patients at risk of injury or infection, we are here to help you to keep your focus where it belongs: on delivering high quality patient care.

Our Customer Operations and Technical Support departments are working at optimal efficiency and I am pleased to inform you that all implementation projects currently in progress are moving forward as scheduled. In addition, our cloud-based SaaS applications provide peace of mind, empowering your teams that need to work remotely to do with ease and maintain their level of productivity.

We are a company that has put its mission squarely into the world of improving healthcare. We care about the clients that trust us to do so, the patients they serve, and our associates who help us achieve this goal. We are also a company that has invested in our technology and has the flexibility to manage business continuity in any situation to deliver measurable value and impact for our clients.

We truly appreciate the trust you've placed in ABILITY and are committed to helping you successfully navigate these uncharted times. We will continue to update you as circumstances require. In the interim, we welcome the opportunity to help. Please don't hesitate to reach out to us if we may be of assistance.

Sincerely,



Bud Meadows  
President & General Manager