

Subject: COVID-19 and USG Healthcare Plan and Other Benefits Resources
Date: Tuesday, June 16, 2020 at 2:55:56 PM Eastern Daylight Time
From: Campus Alerts

From: Human Resources
Sent: Wednesday, March 18, 2020 4:12 PM
Cc: Human Resources <HumanResources@clayton.edu>; EmploymentServices <EmploymentServices@clayton.edu>
Subject: COVID-19 and USG Healthcare Plan and Other Benefits Resources

Dear Colleagues:

As the situation related to COVID-19 evolves, we want to make sure you are aware of the important benefits and resources available to you through the USG Benefits programs.

USG Healthcare Plan

For COVID-19 related in-network provider visits and testing, out of pocket costs such as deductibles, copayments and coinsurance, will be waived (\$0.00) if you are enrolled in one of the USG healthcare plans through Anthem BCBSGA or Kaiser Permanente (including employees enrolled in the Consumer Choice HSA).

All telehealth visits through LiveHealth On-Line, including those unrelated to COVID-19, will be covered at 100% with no out of pocket costs for all USG healthcare plans through June 30, 2020.

If you have concerns or are showing symptoms of COVID-19, we encourage you to take the following steps:

- Call your provider's office for guidance and next steps.
- If you do not have a provider, please call the 24/7 nurseline and/or member services number for help locating a provider.

	Anthem Blue Cross Blue Shield (Anthem)	Kaiser Permanente
24/7 Nurseline	1-888-724-2583	404-365-0966 1-800-611-1811
Member Services	1-800-424-8950	404-261-2590
Website	https://www.anthem.com/usg/	https://my.kp.org/usg/

- Emergency room and urgent care options are available for emergency situations.

While we are working with Anthem and Kaiser Permanente to ensure benefits are processed correctly, if you have questions about benefits coverage, please call the member services number listed above.

Please Note: Kaiser Permanente has closed several smaller facilities to reallocate resources to larger facilities and is moving some previously scheduled office visits to telehealth. If you have questions, please call Kaiser at 1-800-611-1811.

Telehealth Options

Both Anthem and Kaiser Permanente offer telehealth options. If you have nonemergency healthcare concerns, telehealth can be a good option. While COVID-19 cannot be confirmed through virtual or remote care, provider teams can help with screening symptoms, assign risk, answer questions and recommend the next steps. **All telehealth visits will be covered at 100% with no out of pocket costs for all USG healthcare plans including those unrelated to COVID-19.**

Anthem members

LiveHealth On-line

Kaiser HMO members

Call 404-365-0966 or access kp.org

Pharmacy/Prescription Medications

To ensure access to prescription medications, early refill limits will be waived for 30-day maintenance prescriptions at in-network pharmacies. Additionally, CVS pharmacies are waiving charges for home delivery of all prescription medications. If you do not use a CVS pharmacy, please check with your local pharmacy for information about waived home delivery charges.

If you take a maintenance medication, we encourage you to use the 90-day supply option. This will reduce the number of trips to the pharmacy and will lower your out of pocket cost. As part of the prescription drug program, you also have the option of home delivery from CVS Caremark Mail Service pharmacy with no delivery cost.

Anthem members – Pharmacy Plan information through CVS/Caremark

1-877-362-3922

At this time, Kaiser Permanente has not removed any refill limits for maintenance medications. However, employees can utilize Kaiser Permanente's prescription mail order service to have prescriptions shipped home with no shipping charges.

KEPRO Employee Assistance Plan – EAP

Tips for coping with any feelings or emotions you may be experiencing related to the COVID-19 outbreak is available through the KEPRO Employee Assistance Plan via phone at 844-243-4440 or on-line at EAPHelplink.com (company code is **USGCares**).

USG partners with the KEPRO Employee Assistance Program to provide support and resources on personal matters to improve your overall life and well-being. In addition to phone counseling and in-person counseling referrals (first 4 visits are at no cost), the EAP includes additional [products and services](#) at no cost such as:

- Legal and Financial Services
- Childcare and eldercare referrals and advice
- Grief and loss support
- Taxpayer information

The KEPRO EAP is available 24/7/365 to offer telephonic support to you and your family members at 844-243-4440.

NonUSG Healthcare Plan Covered employees

For employees not enrolled in the USG Healthcare plan, a telehealth option is available through [LiveHealth On-line](#) at \$59 per visit. For acute, non serious medical concerns, you may consider a retail health clinics or a quick care center.

COVID-19 Hotline - Information from Department of Community Health <https://dph.georgia.gov/>

The State of Georgia has a new COVID-19 hotline. If you believe that you are experiencing symptoms of COVID-19 or have been exposed to the novel coronavirus, please contact your primary care doctor, an urgent care clinic, or your local [federally qualified healthcare center](#). Please do not show up unannounced at an emergency room or health care facility.

Hotline: [\(844\) 442-2681](tel:8444422681)

Financial/Market Volatility Concerns

USG has partnered with CAPTRUST to provide Retirement and Financial Advisory Services to USG employees. CAPTRUST offers a no cost advice line for all benefited employees and representatives are available to answer employees questions and concerns about the market.

To schedule an appointment, call 800-967-9948 or on-line at www.captrustadvice.com. Representatives are available Monday – Thursday 8:30am – 5:30pm.

Information and updates are available on the USG Benefits web page at <https://www.usg.edu/hr/benefits/coronavirus>. General information about COVID-19 is available at the CDC website at [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus) or on the Department of Community Health website at: <https://dph.georgia.gov/>.

If you have questions or concerns, please contact harrietthouston@clayton.edu.

Sincerely,

Rodney Byrd,
Executive Director, Human Resources
Clayton State University