

COVID-19

Information and resources to help members plan, prepare and protect themselves during the Coronavirus outbreak.

THE CONNECTION

Official Newsletter of the Teamsters Health & Welfare Fund of Philadelphia and Vicinity

Dear Members -

In unprecedented times like these, the Fund is dedicated to maintaining timely communication of benefits to its members. As we continue to navigate the ever-changing challenges of the COVID-19 (coronavirus) outbreak, the health and safety of our members and Fund office staff remains a top priority.

While our methods of communication and processes may change during this time, the one thing that will not change is our commitment to providing exceptional service to our members. In order to safeguard both our office staff and the members we serve, the Fund is taking the following actions:

Fund office is temporarily closed – while we value face-to-face interaction with our members, out of an abundance of caution we have shifted all member service interactions to be supported remotely. You may contact the Fund office by phone between 10:00 a.m. to 4:00 p.m., Monday through Friday by calling 1-800-523-2846.

Limited remote staff – due to the Fund office being closed, there are a limited amount of remote staff who will be supporting all member service needs. We ask that you please be patient with us as we know this will cause longer than normal phone wait times.

Maintaining essential operations – the Fund will continue to maintain normal business operations while the office is closed as contingencies are in place to prevent disruptions in benefits. There will be no disruptions in servicing our members with regards to health plan benefits during this time. The Fund will do everything practical to continue to serve its members with the same quality and responsiveness members have come to depend on.

We apologize for any inconvenience to our members, however, we hope that you understand the critical nature of this public health matter and the actions the Fund is taking to protect its members. We appreciate your support and understanding of these modifications during this time.


Please take care of yourself, your families and your loved ones.

Sincerely,

*Teamsters Health and Welfare Fund
of Philadelphia and Vicinity*

April 2020

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 **TELADOC.**
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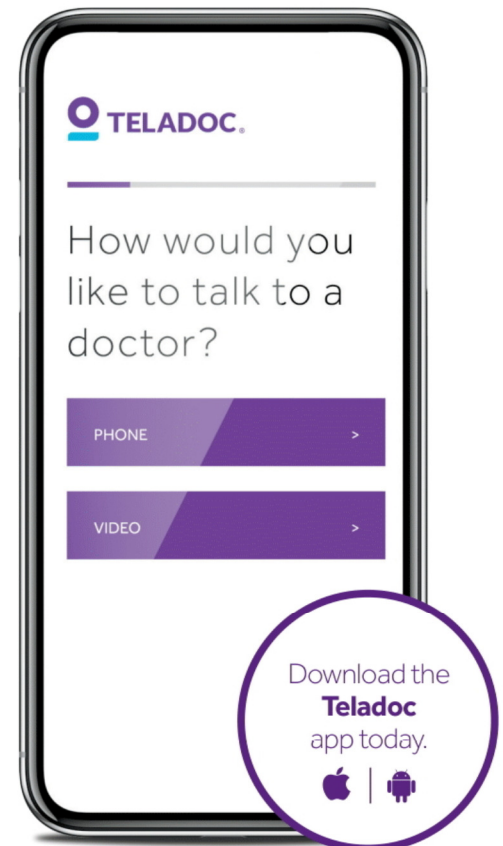
Protect yourself and your family from COVID-19





COVID-19 is a respiratory illness caused by a coronavirus that was first identified in China. It is contagious and includes symptoms like fever, cough, and shortness of breath. U.S. health officials have advised that Americans should be prepared for significant disruption due to the COVID-19 outbreak.

- 1 Keep it clean**
Clean your hands with soap and water for 20 seconds after being in public areas, and if you're around someone who isn't feeling well. Also, clean frequently touched objects.
- 2 Avoid contact with sick people**
Avoid close contact with people who are sick and avoid traveling to locations where there are outbreaks of the coronavirus. And if you get sick, stay home to avoid spreading the virus to others.
- 3 Contact Teladoc**
Teladoc doctors can answer questions about the disease, evaluate your risk, and provide support by a phone or video call to help relieve symptoms for affected patients, addressing both physical and mental health needs.

Last updated: March 4, 2020



Talk to a doctor 24/7 for free

Download the app   Visit [Teladoc.com/coronavirus](https://www.teladoc.com/coronavirus)

Set Up Your Account Today: 1) Visit www.Teladoc.com/Mobile, 2) Call 1-800-835-2362 or 3) Visit Member.Teladoc.com/Registration

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CORONAVIRUS 101:

BASICS OF THE DISEASE AND HOW YOU CAN PROTECT YOURSELF FROM IT.

What is coronavirus disease 2019 (COVID-19)?

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel or new coronavirus that was first identified during an investigation into an outbreak in Wuhan, China. The first case of COVID-19 in the United States was reported on January 21, 2020.

How is the virus spread?

The virus is spread mainly between people who are in close contact with one another through airborne respiratory droplets produced when an infected person coughs or sneezes. These droplets can land on the mouth or noses of people who are near by and can be inhaled into the lungs. It is also possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or eyes.

What are symptoms of COVID-19 coronavirus?

Patients with COVID-19 have flu like symptoms or have mild to severe respiratory illness of fever, cough, and shortness of breath. Some patients have pneumonia in both lungs, multi-organ failure and in some cases death. Symptoms typically appear within 2-14 days after exposure to the virus.

How can I protect myself and my loved ones from COVID-19?

The best way to prevent illness is to avoid being exposed to the virus. The Centers for Disease Control and Prevention (CDC) recommends the following preventive actions:



Avoid close contact with people who are or may be sick. The virus is mainly spread through person to person so keep your distance when in contact with other people - within about 6 feet. Otherwise, stay home and stay safe.



Stay home if you are sick, except to get medical care. **If you are experiencing symptoms contact Teladoc** at (800) 835-2362 for \$0 copay to get answers, evaluate your risk and support by phone or video call.



Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing. If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol.** Cover all surfaces of your hands and rub them together until they feel dry. **Avoid touching your eyes, nose, and mouth** with unwashed hands.



Cover coughs and sneezes with a tissue or use the inside of your elbow. Throw used tissues in the trash and immediately **wash your hands with soap and water for at least 20 seconds.** If soap and water are not readily available, clean your hands with a hand sanitizer.



Clean and disinfect frequently touched surfaces daily. This includes cellphones, tables, door-knobs, light switches, countertops, handles, desks, phones, computers, i-pads, keyboards, toilets, faucets, and sinks. Use detergent or soap and water prior to disinfection.



If you are sick you should wear a face mask when you are around other people and before you enter a healthcare provider's office. People who are caring for you should wear a face mask if they enter your room or ride with you in the car.

Health Benefits and COVID-19: How are you protected?

Following the devastating impact of COVID-19 on the health of American workers and the workplace, the United States Government enacted the Coronavirus Aid, Relief, and Economic Security Act (CARES Act) to help protect families and small businesses during the coronavirus pandemic. The CARES Act requires group health plans, such as the Fund, to cover qualifying coronavirus preventive services, such as products and services used for the testing and diagnosis of COVID-19, without any cost-sharing, including deductibles, copayments or coinsurance, or medical management requirements, including preauthorization or pre-certification. So how does this impact the Fund? The Fund will administer claims related to COVID-19 and follow all requirements required by the CARES Act. If you have any questions or concerns regarding claims related to COVID-19 please contact Member Services at (800) 523-2846.

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Address Correction Requested

2020 ANNUAL WELLNESS SCREENING

The Fund is kicking off its annual wellness screening program for 2020. This year the WellTeam program will begin on **June 1st and go through September 30th**. Participation in the wellness screening, including a preventive dental exam, will allow you and your eligible dependents to enjoy benefits under the Fund's Platinum Plan. Remember, the Platinum Plan has lower deductibles, coinsurances and copays compared to the Gold Plan. Member and covered spouse, regardless if the spouse carries primary coverage, must complete a wellness screening and dental exam to participate in benefits under the Platinum Plan. Those who do not participate in the wellness screening program will default to the Fund's Gold Plan in 2021. Dependent children are not required to participate. **Here are few ways you can obtain your screening**, (you only need to choose one option):

Schedule an appointment for a free screening at a Quest Diagnostics Patient Service Center by calling **1-855-623-9355** (M-F, 8:00am - 9:30pm and Sat., 8:30am - 5:00pm)

Schedule an appointment online at **My.QuestForHealth.com** and use registration key "WELLTEAM"

Visit your doctor, pay an office copay, have your doctor fill out a **Physician Results Form**, and fax this form in its entirety to Quest by Sept. 30th. It is your responsibility to confirm that your physician faxed your form to Quest.

Physician results forms can be downloaded at www.my.questforhealth.com. For additional information on the wellness screening program contact Member Services at 1-800-523-2846. Please schedule your screening and stay well!