

HELLO, SUMMER!



JUNE

S		6	13	20	27
M		7	14	21	28
T	1	8	15	22	29
W	2	9	16	23	30
T	3	10	17	24	
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S	5	12	19	26	

THE CONNECTION

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

June 2020

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WELLNESS SCREENING UPDATE

Waived Dental Exam

The Fund has kicked off its annual wellness screening program for 2020. This year the program began on **June 1st and will go through October 30th**. As a result of the COVID-19 pandemic, the Board of Trustees have made the decision to waive the dental exam requirement, for both member and spouse, for the 2020 wellness program year.

Please note that member and covered spouse, regardless if the spouse carries primary coverage, are still responsible to participate in the Quest screening to participate in benefits under the Platinum Plan. Remember, the Platinum Plan has lower deductibles, coinsurances and copays compared to the Gold 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**, (choose one):

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

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

Visit your doctor, pay an office copay, have your doctor fill out a **Physician Results Form**, fax this form in its entirety to Quest by Oct. 30th.

Physician results forms can be downloaded at my.questforhealth.com. It is your responsibility to have your physician fax your results form to Quest. For additional information or for help scheduling an appointment contact Member Services at 1-800-523-2846. Please schedule your screening, wear a mask, wash your hands and practice social distancing. Stay well!

GUARDIAN NURSES

Mobile Care Coordinator Program

Your New Disease Management Partner!

Dear Member -

As of July 1, 2020, Guardian Nurses is your new disease management program provider. The Fund has contracted with Guardian Nurses to facilitate a Disease Management program, known as the Mobile Care Coordinator Program. The purpose of this program is to educate participants concerning their individual health issues and, at the same time, monitor the quality of care participants are receiving to be sure that they are getting the best service for the dollars the Fund and Members are spending for health care.

Based upon claims filed with the Fund, Guardian Nurses will provide an experienced registered nurse to be your Mobile Care Coordinator (MCC). The MCC contacts the patient in need to ensure that the patient understands his/her medical condition and helps to coordinate his or her health care needs. Each day, the MCC reviews data to see which patients have interacted with the healthcare system and offers immediate assistance. The MCC is on the road five days a week, improving health outcomes for patients by being on their side, and at their side, when needed - at the hospital, in a physician or specialist office, in a rehabilitation center or at home after discharge.

Unlike the previous disease management program, the Guardian Nurses Mobile Care Coordinator Program is completely voluntary. All services are free and confidential. Although this program is voluntary we ask our members to take advantage of this benefit to improve their self-care and motivate individuals with a greater understanding of ways to manage their health conditions—giving you a voice in the delivery of your care.

The Fund is committed to helping you achieve your best health. The mission of the Teamsters Health and Welfare Fund of Philadelphia and Vicinity and its Board of Trustees is to fulfill the Fund's responsibility and commitment to excellence in providing quality benefits in a cost-efficient manner. In the spirit of that mission, the Fund has included the Guardian Nurses Mobile Care Coordinator Program in its medical plan of specialty programs and services that can help members and their dependents succeed in making positive lifestyle choices at no additional cost.

We hope this program gives you a peace of mind knowing that you don't have to navigate the healthcare system alone. Be well!

Sincerely,

Board of Trustees



Struggling with a healthcare issue?



Another Union Benefit

Our Mobile Care Coordinator RNs, backed by a team of registered nurses, are ready to respond whenever you are struggling with a healthcare issue. They can:

- **VISIT YOU AT HOME** or in the hospital to assess your care needs.
- **BE YOUR GUIDE**, coach and advocate for any healthcare issue.
- **MAKE APPOINTMENTS** so you can be seen as quickly as possible.
- **GO WITH YOU** to see doctors, to ask questions and to get answers.
- **IDENTIFY PROVIDERS** for all care needs and second opinions.
- **RESOLVE PROBLEMS** with billing, claims and health insurance.
- **GET THINGS YOU NEED** such as healthcare equipment.
- **PROVIDE DECISION SUPPORT** when you are thinking about treatments or surgery.
- **EXPLAIN A NEW DIAGNOSIS** to help you make informed decisions.

Who is eligible: The services of our Mobile Care Coordinator Nurses are available to members of the Teamsters Health & Welfare Fund of Philadelphia and Vicinity and their covered dependents. **All services are free, voluntary and confidential.**



To request help from our
Mobile Care Coordinators,
call 609-760-1919 or 609-760-3514

LABCORP

COVID-19 Antibody Testing

Now Available

All eligible members and covered dependents have access to COVID-19 antibody testing through LabCorp. Antibody testing for coronavirus is optional for individuals who think they may have had COVID-19. Before you get tested, please determine if this antibody test is right for you. Below are a few points that may help answer some frequently asked questions when making your decision.

What is antibody testing? This blood test determines the presence of antibodies to SARS-CoV-2, the virus that causes COVID-19, and can help to identify individuals who have been exposed to the virus.

Who should get antibody testing? Antibody testing is intended for those individuals who previously tested positive for COVID-19 or may have had symptoms but are no longer symptomatic. Getting antibody testing may help you determine your risk or your risk to others. Antibody tests are not intended to diagnose individuals who are currently exhibiting symptoms consistent with COVID-19.

What do I do if I am interested in getting an antibody test? You, member or covered dependent, as the patient must contact LabCorp directly at <https://www.labcorp.com/antibody-testing> and follow the steps on the LabCorp website to obtain your test.

Is this test covered under my medical benefits plan? This test is covered under the medical benefits plan, however, there is a \$10 charge that you must pay when registering for the antibody test through LabCorp. This charge is not reimbursable.

For example: You, as the patient, would contact LabCorp and request the antibody test. A LabCorp doctor will then issue the order to have the test administered. By using this method, there is a \$10 charge for the LabCorp physician to issue the order. The \$10 fee is not billed to the insurance company and you would be responsible to pay this charge upfront.

Can I go to my doctor for antibody testing? Yes, however your physician should order the test through LabCorp. If your physician orders the test through LabCorp, there is no fee and the test is covered at 100%.

Can I go through Quest for antibody testing? The Fund is only offering antibody testing through LabCorp at this time. If and when that changes members will be notified. If you get antibody testing through Quest it is a self pay option and non-refundable.

**Please note, this test is NOT helpful if you are currently exhibiting symptoms consistent with COVID-19 (have flu like symptoms or have mild to severe respiratory illness, fever, cough and shortness of breath). Please contact a healthcare provider if you are trying to diagnose or think you may have COVID-19.*



Teladoc gives eligible members and covered dependents 24/7/365 access to a doctor through the convenience of your phone or video chat for a \$0 copay. During these challenging times with the COVID-19 pandemic, take advantage of your telemedicine benefit and talk to a doctor anytime, anywhere you happen to need care, including mental health matters.

Behavioral Health services - Taking care of your mental health is an important part of your overall well-being. Speak with a licensed therapist from anywhere and receive flexible scheduling, quick access to the right provider and confidential treatment. Eligible adults 18 and older can get care for anxiety, depression, grief, family issues, and more. Choose to see a psychiatrist, psychologist, social worker, or therapist and establish an ongoing relationship. You can make appointments seven days a week from 7 a.m. to 9 p.m. local time. A \$20 copay is collected at the time of service.

How to schedule an appointment -

(1) Register your Teladoc account via online or by app or log in to your account if you already registered. (2) Request a visit. (3) Answer a few questions. (4) Select your therapist. (5) Request a time for your appointment.

Teladoc does not offer a crisis hotline. Appointments must be scheduled. If you are in crisis please contact TCN at 800-298-2299 or dial 911.

REMINDERS AND UPDATES

As we continue to navigate the ever-changing challenges of the coronavirus pandemic, the health and safety of our members, their families and Fund office staff remains a top priority.

FUND OFFICE UPDATE:

- The Fund office re-opened on June 1st however, all member service interactions are still being supported remotely. While we value face-to-face interaction with our members, the office is not open to outside visitors at this time. You may contact the Fund office by phone at (800) 523-2846 between the hours of 8:00 a.m. to 5:00 p.m., M/T/TH/F and Wednesdays between 8:00 a.m. to 6:00 p.m.

COVID-19 REMINDERS:

- To help prevent the spread of coronavirus, the CDC recommends that you wear a mask, social distance whenever possible and wash your hands frequently.



ANNUAL COB FORM

- It's that time of year again to update your Coordination of Benefits (COB) information. As you know, the Fund has a provision that requires spouses of members to enroll in their company's health plan if it is offered unless they are self-employed, work less than 32 hrs. per week or obligated to pay the full premium for their health plan. This form must be completed every year and failure to do so will cause your spouse's claims to be denied. You can expect to receive this form in the mail in mid to late August. Once you receive this form please fill it out and mail it back to the Fund office as soon as possible.

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Address Correction Requested

IMPORTANT UPDATES AND NEW BENEFITS INFORMATION INSIDE PLEASE READ!

*New Disease Management Program
Quest Wellness Screening Update for 2020
Enhanced Telemedicine Services
LabCorp Antibody Testing
Fund Reminders*



**As a result of the COVID-19 pandemic, the annual THWF Health Fair, usually held in September, is on hold. A notification will go out to members once a scheduled date is confirmed.