

Coronavirus Benefits Information for Certificated Employee Health Plan enrollees

Here's some helpful information for our Certificated Employee Health Plan members regarding their benefits and the MNPS Health Care Centers. We will update this information as the situation changes:

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MNPS certificated benefits

Medical benefits

Through at least July 31, 2020, the Cigna Medical Plan will waive cost sharing and copays for office visits, testing, treatment and telehealth related to COVID-19. (Not everyone needs to be tested for COVID-19. Talk to your healthcare provider about your need for a test.) Cigna also offers a free online symptom checker at cigna.com and myCigna.com.

See page 6 for more details about your telehealth options.

For questions about your Cigna benefits and coverage, visit myCigna.com or call the number on your insurance card.

Prescription benefits

Kroger pharmacy in the Employee Wellness Center is open with limited hours (see page 4). For a limited time, the pharmacy is offering FedEx 2-Day Shipping of most prescriptions at no cost to you (excluding controlled, refrigerated, aerosol drugs). Call 615-600-3854 to arrange payment of any copays and request shipping. (This program is slated to end 5/30/20; we are waiting to hear if it will be extended.)

If you use another pharmacy and have concerns about picking up your prescriptions in person, call your pharmacy and ask about shipping and delivery options. Many are offering delivery at no additional cost.

Here are two additional delivery options (some exclusions apply):

ScriptDrop

All Kroger pharmacies are participating in ScriptDrop, a no-contact prescription delivery program:

1. Call your Kroger pharmacy to confirm your prescription(s) is ready and to arrange payment of any copays. (You can reach the MNPS Kroger pharmacy at 615-600-3854.)
2. Text 727478 on your smartphone, and fill out the form provided.
3. An \$8 delivery fee will apply.
4. Orders placed before 11 a.m. Monday-Friday can be delivered after 2 p.m. Orders placed after 11 a.m. will be delivered the next business day.

Express Scripts through Cigna

Express Scripts provides prescription home delivery with free standard shipping. [Here's how.](#)

Vision benefits

EyeMed offers many online providers for your contacts and glasses needs. Check out the details [here](#) and FAQs [here](#).

Health Care FSA participation

The CARES Act, passed in March, allows for some changes for Health Care Flexible Spending Account participants. These changes are for expenses incurred after December 31, 2019.

Over-the-counter medicines without a prescription

The CARES Act allows patients to use FSA funds to purchase over-the-counter (OTC) drugs and medicines, including those needed in quarantine and social distancing, without a prescription from a physician.

Participants who use their FSA debit card for OTC drugs and medicines will likely have to provide a

receipt for their purchase. However, work is being done to try to auto-substantiate these OTC products at the point of sale. If your debit card doesn't work at time of purchase, you can pay out of pocket and request reimbursement from your FSA account.

FSA claims deadline

Cigna has extended the deadline for filing claims for 2019 expenses to September 15 (previously the deadline was June 15). Visit [MNPSBenefits.org/fsas](https://mnpsbenefits.org/fsas) for claims information.

Fertility benefits

The American Society of Reproductive Medicine has given clinics the greenlight to resume fertility services with safety protocols in place and within local city/state guidelines. Progyny's Patient Care Advocates are available to help members get started or back on their treatment paths. You can learn more [here](#).

MNPS Employee Wellness Center at Berry Hill

Here's how our services are currently impacted:

MNPS Fitness Center/walking track and group fitness classes

The fitness center in the Employee Wellness Center is open at half capacity with the following modifications:

- A maximum of 15 people on the fitness floor, 5 in the studio and 5 on the walking track
- A minimum of 10 feet between people in the fitness center (many of our machines will be roped off and/or turned off to accomplish this)
- No water fountains or water bottle stations (you'll need to bring your own water and ensure you have enough for the duration of your workout)
- Locker rooms, showers and changing areas will remain closed (you'll need to arrive in your exercise attire)
- The single-person restroom in the fitness center is open and handicap accessible (you may also use the upstairs restrooms if needed)
- Fitness classes remain on pause

Hours

Our new hours will be Monday-Friday, 6:00 a.m.-3:00 p.m. (no Saturdays). This because the clinic will begin seeing sick patients at 3 p.m., and the clinic and fitness center share an entrance door.

Safety measures

Everyone entering or using the fitness center must:

- Enter through the downstairs main door and exit through the fitness center side door (opposite corner from the main fitness entrance)
- Wear a mask or face covering for the duration of the visit
- Have their temperature checked before entering the fitness center; anyone with a temperature above 100.4 will be required to leave the premises
- Fully sanitize each piece of equipment before and after each use

The building, including the fitness center, is being cleaned and sanitized each night.

The Daily Grind café

OPEN Monday-Friday, 6 a.m.-1 p.m.

Kroger Pharmacy in Wellness Center

OPEN: Monday-Friday, 8 a.m.-4 p.m.

Berry Hill clinic

OPEN the following hours:

Well care (including DOT exams and chronic condition follow-ups): Monday-Friday, 7 a.m.-3 p.m.

Sick care: Monday-Friday, 3-7 p.m., Saturday, 8 a.m.-2 p.m.

COVID testing: Monday-Friday, 3-7 p.m., for those with acute symptoms

Chiropractic care: Monday-Friday, 7 a.m. to 3 p.m.

Physical therapy: Telehealth and in-person appointments available

Behavioral health: Telehealth and in-person appointments available

Health coaching: Telehealth appointments available

Call **615-259-8755** for an appointment; please do not walk in.

Other MNPS Health Care Centers

(Two Rivers, Taylor Stratton, Mt. View, Bellevue)

OPEN normal hours

DOT exams available

Call for an appointment; please do not walk in

If you get sick

If you think you need to see a provider, or if you are experiencing new lower* respiratory symptoms, such as cough and shortness of breath, call our main number at **615-259-8755**. A Vanderbilt staff member will ask you some questions to determine if you need to come in for COVID-19 or other screening. If so, you will be instructed where to go. Your need may be appropriate for a telehealth visit (see page 6). If your visit can't be done via telehealth, you may be able to have a face-to-face visit. Or we may advise that you schedule one later.

If you have not visited the MNPS Health Care Centers before, we will do our best to help you get the care you need. Give us a call to discuss your concern.

* Coronavirus is generally associated with lower respiratory symptoms. Upper respiratory symptoms, such as nasal congestion and drainage, are unlikely to be caused by coronavirus.

Telehealth

For routine illnesses unlikely to be coronavirus, telehealth may be a faster and safer option for seeking care. A telehealth visit is done over your smartphone, tablet or computer. You and your provider will be able to see each other and talk via webcam on each person's device.

Through MNPS Health Care Centers

Many visits can be done via telehealth, with a few exceptions. If it's determined you need lab work, your telehealth provider can order this, and a separate appointment will be made at one of our outlying clinics for a blood draw. We can only offer telehealth to patients who are in Tennessee and Kentucky at the time of the virtual visit. We are not able to offer telehealth for annual physicals.

Cost

There is no extra fee for telehealth. The cost, if any, is the same as an in-person visit.

Scheduling

Call us at **615-259-8755** to discuss your needs and schedule your telehealth visit. Your provider will review your chart to make sure a telehealth visit will meet your needs. Once your appointment is scheduled, visit [MNPSHealth.org](https://www.mnpshealth.org) log onto the My Health at Vanderbilt patient portal and follow the instructions for preparing for your telehealth visit. It's a good idea to do this at least a few hours before your scheduled appointment. If you don't already have an MHaV account, go to [MNPSHealth.org](https://www.mnpshealth.org) and click the patient portal button to create one.

Through Cigna Medical Plan

There are two ways you can connect with a doctor through phone or video:

1. Your primary care provider (PCP): Call or email your PCP about being screened for COVID-19 or to discuss other health care concerns. Some providers are offering their own telehealth services; if so, the cost will be the same as an in-person visit.
2. Cigna Virtual Care: Connect with a board-certified doctor via video online or phone anytime, day or night. Log onto [myCigna.com](https://mycigna.com) and select the "Connect Now" button. (Wait times may be higher than normal.) If you need assistance logging on, you can call 1-888-726-3171 for MDLive or 1-855-667-9722 for AmWell.

If your virtual provider feels you need further COVID-19 evaluation or testing, he or she will:

- Refer you to a local hospital and let the hospital know of your arrival.
- Make sure local public health officials are contacted.
- Follow up to make sure you were seen and are informed on ways to manage your symptoms.

MDLIVE and AmWell will take credit card information and copays at the time of the service. If the provider determines your symptoms are associated with COVID-19 and the claim is coded for COVID-19, Cigna will pay the claim at 100% and refund any cost share previously taken. If the claim is NOT coded for COVID-19, the cost share will NOT be refunded. Coding is at the provider's discretion. Cigna is not waiving cost share at the time of the appointment.

Emotional wellbeing resources

In these challenging times, it's important to take care of your mental health and emotional wellbeing. Many resources are available to help you:

Employee Assistance Program (EAP)

Your EAP offers free, confidential counseling for stress, anxiety, depression, financial concerns, family or relationship problems, and more:

- Available 24/7 to all MNPS employees; medical plan enrollment is not required
- Visit [MNPSBenefits.org/eap](https://mnpsbenefits.org/eap) for details.
- Call 1-888-297-9028, or visit guidanceresources.com (Company web ID: MNPS)

EAP coping webinars

ComPsych is offering five on-demand [webinars](#):

- Why can't I stop eating? How emotions impact our eating during the pandemic
- Managing worry and anxiety during the COVID-19 pandemic
- Tools to handle COVID-19-related stress
- Self-isolating together: How to get along with your partner and kids
- Being an effective manager during the pandemic

Counseling via telehealth

Our partner, Synchronous Health, has developed a four-week program to help you manage the stress and anxiety that comes with the uncertainty we all face. It's available at no cost and includes:

- Four 30-minute sessions delivered via secure video with a licensed therapist
- Between-session support from Karla®, a bot that delivers exercises and reminders to use skills learned in sessions
- Skill-building including stress tolerance, making meaning in challenging times, healthy coping skills, managing relationships that have changed as a result of safer at home orders, and adapting healthy behaviors to current limitations and restrictions
- Register at www.sync.health/mnps and click the COVID-19 Program button
- Completely confidential

Mindfulness apps

Social distancing is challenging us to find new ways to stay emotionally healthy. Check out [this flier](#) for 6 great mindfulness apps. Please note that two of them, described below, are available exclusively to Cigna members at no cost and available at [myCigna.com](https://mycigna.com).

Happify app

- Helps you resist negative thoughts, cope with stress and gain self-confidence
- Science-based activities help you become find positivity in your life

iPrevail app

- Pairs you with a trained specialist who has faced his/her own challenges with depression, substance abuse or other behavioral health issues
- Get personalized learning plans based on proven cognitive behavioral therapies

Cigna resources

Cigna webinars & other resources

Cigna has created a webinar, Managing Anxiety: Coronavirus Fears & Concerns that offers practical steps we can take to protect our emotional health. Visit cigna.com/coronavirus to view this webinar and many other resources, including mindfulness and stress management podcasts, a webinar on working from home and more.

Cigna emotional well-being help line

This 24-hour counseling phone line connects you and your family members with qualified clinicians and focuses on how to cope with loss, anxiety, stress or other issues related to the impact of the COVID-19. Call **1-866-912-1687**.

Physical well being resources

Exercise at home

Our Wellness Center Fitness Associates have been hard at work creating exercise-at-home videos just for you. Check them out [here](#).

Digital lifestyle change program – updated for COVID-19

Our popular lifestyle improvement program, Omada, has been revamped! Designed specifically for people at risk for diabetes or heart disease, the program is now tailored toward helping you make lasting lifestyle changes, even in this uncertain and changing environment. The platform now includes ways to use sleep, activity, food and stress management to build your body's natural defenses.

Visit omadahealth.com/mnps to find out if you're eligible.

Participants in this interactive program get:

- A free wireless smart scale to monitor your progress
- A professional Omada health coach
- Weekly online lessons to empower you
- An online peer group to keep you engaged

COVID-19 resources

Vanderbilt's COVID website

vumc.org/coronavirus/information-vumc-employees-and-patients

Cigna's Coronavirus (COVID-19) Resource Center

cigna.com/coronavirus

Center's for Disease Control & Prevention:

cdc.gov/coronavirus/2019-ncov/index.html

Tennessee Department of Health's Tennessee Coronavirus Public Information Line:

1-877-857-2945 (10 a.m.-10 p.m.)