

Covid-19 and Your Benefits July 1, 2020

This information is current as of today's date. We will post updates as they are released.

We are halfway through 2020, and it feels like we have experienced a lifetime of stress. We are simultaneously responding to a global pandemic, stay-at-home orders, economic turmoil and civil unrest. It is not surprising that anxiety levels have skyrocketed. In fact, since the beginning of the pandemic, **57% of people** have experienced increased anxiety.

The boundaries between work and home life have merged and anxiety is transferred from one to the other. Anxiety can be overwhelming and debilitating, but we have services to help you cope.

Your Employee Assistance Program (EAP) provides access to licensed counselors and their services are subject to [HIPAA privacy, security and breach notification rules](#), which can help assuage concerns about privacy and mental health stigmas. This is a safe way to connect with others, which is vital. It is the antithesis of depression and anxiety, especially for remote employees, whose anxiety could be exacerbated by isolation.

We don't know how long the pandemic or civil unrest will continue. The key is to take control of what you can, and one way is to connect with your EAP.

ComPsych's GuidanceResources® Employee Assistance Program (EAP)

Available 24/7 when you need them – now all sessions are virtual!

- **Toll free: 1-855-737-8665** direct **24/7 access to highly trained clinicians** who will listen to your concerns and help you and/or your family members with any issues, including anxiety, depression, stress, grief, financial and legal matters, loss and relationship issues during this unsettling time.
- **The Mobile app** gives you fast and easy access to your Employee Assistance Program. Access the mobile app: search GuidanceResources(one word), then install: GuidanceNow.
- **Free On-Demand training sessions** through the mobile app on a variety of topics that you can listen to in the privacy of your home including; Coping with a Crisis, Living with Change and Using Reason to Resolve Conflict and so many more interesting topics.
- **Services are available to you and your immediate household members!**

www.guidanceresources.com (web id: WSSC)

Health & Wellbeing

We care about you! Please do not put off contacting your medical provider if you experience symptoms related to Covid-19 and/or other unusual symptoms. We strongly encourage you to seek proper medical care even during the pandemic.

Kaiser Permanente HMO

- **Continued \$0 out-of-pocket cost for members' treatment of Covid-19**

www.kp.org

1-800-777-7902

United Healthcare EPO & POS

- **Continued \$0 out-of-pocket cost for members' treatment of Covid-19**

www.myuhc.com

1-800-697-3481

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Caremark CVS Pharmacy

- CVS Health has seventeen test sites at select CVS Pharmacy drive-thru locations across Maryland. NO testing will take place in store.
- Self-swab tests will be available to individuals meeting Centers for Disease Control and Prevention criteria, in addition to age guidelines.
- Patients must register in advance at CVS.com to schedule an appointment. Testing must be scheduled online at <https://www.cvs.com>
- Patients will be required to stay in their vehicle and directed to the pharmacy drive-thru window where they will be provided with a test kit and given instructions, and a CVS Pharmacy team member will observe the self-swab process to ensure it is done properly.
- Tests will be sent to an independent, third-party lab for processing and the results will be available in approximately three days.
- More information on steps CVS Health has taken to address the COVID-19 pandemic, including support for health care providers and clinicians facing financial and administrative strain, is available at the CVS Health frequently updated [COVID-19 resource center](#).

www.caremark.com

1-888-790-4271

Delta Dental

We want you to be satisfied with your home dental care!

- Transform your oral health with [BrushSmart](#), a **new** oral wellness program
- **BrushSmart** encourages better home dental care with education, personalized recommendations and special pricing from **Philips Sonicare**. Each enrollee who joins gets a first offer of **25% off** from the **BrushSmart Store**¹, with more offers to come.
- As a Delta Dental enrollee, you can join BrushSmart by signing into your DD online account
- Members can choose from a full range of oral care products for the whole family, with free delivery to your home.
- Receive future offers and special pricing from BrushSmart
- Offer good through August 30, 2020 and while supplies last.
- Limit three products per person.
- Offer subject to Philips terms and conditions of sale.

www.deltadentalins.com

1-800-932-0883

Family Resources

National Domestic Violence Hotline

Text or call 1-800-799-7233

Maryland Network Against Domestic Violence

Find help near you

Childhelp National Child Abuse Hotline

Call 1-800-422-4453

National Suicide Prevention Lifeline

Call 1-800-273-TALK (8255)

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MyLife Welling

Progress Health Coaching

Contact Gail to arrange a time to speak with her or one of her coaches at a time that works for you. Coaching is personal and confidential.

Email: progress_health_coach1@bresnan.net or Text/Call: 1-970-946-1586

Advocates

For now, our advocates are just a phone call or email away. Reach out to Kayla, Anil & Monica to discuss ways to maintain your wellbeing, including tobacco cessation, during this stressful time.

Kayla - email advocate@welladvantage.com

Anil - email anilmanleymylife@gmail.com

Monica - call WSSC Water ext. 7785 or email monica@sp8strategies.com

InfoLines

Diabetes Coaching: Claudine – call WSSC Water ext. 7784 or text 301-246-0361

Nutrition Coaching: Ashley – call WSSC Water ext. 7783, text 301-337-8446 or email nutritioninfo@welladvantage.com

SleepCharge: call 877-615-7257 or visit www.sleepcharge.com/wsscmylife

Benefits Division Contacts

[Angela Costalas](mailto:angela.costalas@welladvantage.com): 301-206-8695

Retiree Health, Dental & Vision, Life Insurance & Employee Assistance Program

[Lee McDonough](mailto:lee.mcdonough@welladvantage.com): 301-206-8995

MyLife Wellbeing

[Miriam McMillan](mailto:miriam.mcmillan@welladvantage.com): 301-206-8692

Health, Dental, Oracle, Deferred Compensation & Fitness Center Reimbursement

[Susan Menefee](mailto:susan.menefee@welladvantage.com): 301-206-8702

Family Medical Leave Act (FMLA), Sick Leave Bank Program (SLB), Personal Injury/Illness (Disability) & Legal Services ***and Expanded Paid Sick Leave (EPSL) and Families First Coronavirus Response Act (FFCRA)***

[Regina Rodriguez](mailto:regina.rodriguez@welladvantage.com): 301-206-8696

Employee Health, Dental & Vision, Flexible Benefits (FSA), COBRA, Oracle & Deferred Compensation

[Carole Silberhorn](mailto:carole.silberhorn@welladvantage.com): 301-206-8691

Summary Disclaimer: The purpose of this update is to give you basic information about your benefits during the COVID-19 pandemic. We will forward updates as changes occur. Questions can be referred to your Benefits Team and/or your benefit provider. Every effort has been made to make this information accurate; however, if there are discrepancies between this document and the contract with the carrier(s), the contract will govern.