

March 2020

SUPPORT IN THE FIGHT AGAINST COVID-19

As information continues to unfold about the coronavirus, be assured that you can count on your Plan to provide the support and benefits that you and your family need.

No Deductible, Copays or Coinsurance for COVID-19 Testing

If you're showing symptoms or believe you have been exposed to the virus, we encourage you to take action. **Through May 31, 2020, testing for COVID-19 will be covered at 100% as a preventive service. In-network office visits, urgent care, and emergency room visits associated with COVID-19 testing will also be covered at 100%. We encourage you to use Cigna Open Access Plus (OAP) providers whenever possible. However, if you are tested at a non-network emergency room, your plan will also cover that test and visit at 100%.** You will not pay a deductible, copay, or coinsurance. To find an in-network provider near you, log onto www.mycigna.com or call 800-244-6224. Out-of-network office visits and urgent care visits continue to be subject to the out of network level of benefits.

Access to Telehealth

Through May 31, 2020, Cigna covers COVID-19 test-related screenings with telehealth services at no cost to you for screening of COVID-19 symptoms. To access telehealth options online, visit my.cigna.com and select the **"Connect Now"** button on the home page to talk with a doctor or nurse any time day or night. Due to an increase in calls on COVID-19, our telehealth service partners are experiencing higher than normal wait times for their consultations over the phone and video.

Connect with your Employee Assistance Program (EAP)

Situations, such as the COVID-19 outbreak can be stressful. It's normal to feel stressed because of a health crisis or traumatic event. If you need help managing life's stressors, use the Employee Assistance Program (EAP) provided through Blomquist Hale Solutions. The EAP provides free professional, confidential counseling for you and your covered family members. Blomquist Hale Solutions provides services via phone and video and when needed are providing in office sessions that require face to face. You can access your session virtually (via smart phone, tablet or computer) at blomquisthale.com, or contact Blomquist Hale Solutions by calling 1- 800-926-9619.

4 Ways to Avoid COVID-19

Take the following steps to avoid becoming infected or infecting others with the coronavirus—or the flu.

1. Avoid close contact with people who are sneezing or coughing, running a fever, and experiencing shortness of breath.
2. Before you sneeze or cough, cover your nose and mouth with a tissue (that you dispose of immediately afterward). If you're caught off-guard, bend your arm and sneeze or cough into the inside of your elbow.
3. Wash your hands, and/or use hand sanitizer regularly.
4. Avoid touching your face—eyes, nose, or mouth—especially if you haven't washed your hands immediately beforehand.

Stay Informed to Stay Healthy

As news and advice related to COVID-19 continues to evolve, we will send updates to answer questions you may have about your health care coverage. Note that your best source for the latest information about COVID-19 is the website of the Centers for Disease Control and Prevention (CDC) www.cdc.gov/coronavirus/2019-ncov/.

[Please put on Utah Pipe Trades Fund letterhead]

BeneSys, Inc. – Administrative Office

As a precaution for employees and the members served, BeneSys has made a decision to close the walk in area until further notice. Please contact our customer service number at 925-398-7041 or 877-416-8181, or should you need to fax a document, please fax to #925-462-0108.