

THE BENEFIT

Housing Benefits Plan (HBP) is the medical plan provided to you by your housing authority. It is directed by housing authority Executive Directors from across Southeast and Southwest NAHRO for the benefit of housing authorities.

Please share this with all of your HBP employees, retirees, and COBRA members. Share with the ED, HR, and Finance as some information may be pertinent to them.

COVID-19 Information

The following link is updated regularly as information is made available regarding the COVID-19 pandemic <https://www.uhc.com/health-and-wellness/health-topics/covid-19> For the **most up-to-date plan and benefit information**, please visit www.myuhc.com/covid Available on www.myuhc.com is a **symptom checker** and a **test site locator tool**.

Use **telehealth** to reduce exposure to the virus. Talk to a telehealth doctor with **Virtual Visits** or **talk to your health care provider using a telehealth visit**.

Please see the attached COVID-19 document for more information.

Free Emotional Support

UHC has a **free emotional support line** staffed by professionally trained mental health experts. The number, 1-866-342-6892, is open 24/7. It is free of charge and open to anyone.

A **free on-demand emotional support mobile app** called **Sanvello** is available to help you cope with stress, anxiety and depression during the COVID-19 pandemic. Sanvello is offering free premium access to anyone via the digital platform. Members and non-members can access Sanvello via the Apple and Google Play stores. Once the COVID-19 crisis passes, Sanvello premium will be available to all HBP medical plan members. <https://www.sanvello.com/coronavirus-anxiety-support/>

Get 1 on 1 support from a behavioral health provider to help with depression, anxiety, and addiction. Until June 18, 2020, **your cost-share (copays, deductibles, and coinsurance) for behavioral health visits is waived**. Call the number on your health plan ID card or visit <https://www.liveandworkwell.com> to find a behavioral provider.



The Dangers of Vaping

Before the coronavirus took center stage, there was frequent news coverage regarding the potential side effects of vaping, aka e-cigarettes. As of 1/21/2020, the Centers of Disease Control confirmed 60 deaths associated with e-cigarette (vaping) product use-associated lung injury (EVALI) and over 2,600 hospitalizations.

Several users of e-cigarettes are teenagers as young as **13** years of age. The below video may be helpful for anyone with teens at home. The "generic" dangers of vaping video: <http://vaping.uhc4health.com/>



April 2020

Mail Order Pharmacy

With the necessity of social distancing, members may find the mail order pharmacy beneficial for ordering maintenance medications. Besides being convenient, it is economical, as participants receive a 3 months' supply for the cost of 2 months. Please see the attached Mail Order Pharmacy information.



Enrollment Forms

Please fully complete the enrollment forms for new employees. Failure to select coverages your housing authorities offers such as Life/AD&D may result in your employee going without that coverage. Although enrolling and billing will try to catch omissions, it is the housing authority's responsibility to make employees aware of the benefits available to them and to insure that they are correctly enrolled. If you have questions about the benefits your housing authority offers reach out to enrollment and billing. CBS.HBP.Billing&Eligibility@mmc.com

Welcome to the Marketing Team

We welcome Janice Nelson and Jessica Strange to HBP's marketing team. Housing authorities can expect to see emails from them as they begin assisting with some of the daily work of HBP.

Know before you go - When scheduling a test or procedure inquire about the ancillary providers such as anesthesiologists and radiologists. If they are not in-network, find ones that are, even if you need to change to another in-network facility.

The HBP website at www.housingbp.com provides more information and helpful links. Questions or comments? Email us at sstrange@oecwildblue.com or call 318-377-9268.

New information on COVID-19 testing and treatment cost-share, emotional support resources and more

For the most up-to-date plan and benefit information, please visit myuhc.com/covid.

Available on myuhc.com[®], a new **online symptom checker**, powered by Buoy Health technology, may help you assess your risk for COVID-19, with information on care options to consider, and help you determine when self-treatment may be appropriate or when you should contact a health care provider.

This tool is not a substitute for professional medical advice, diagnosis, or treatment. If you are experiencing symptoms or think you might have been exposed to COVID-19, please call your health care provider right away and ask what telehealth options they may have to meet virtually.

A **test site locator tool** is also available on myuhc.com.

Access to Telehealth

To help make it easier for you to connect with health care providers from the comfort and safety of your home, there are 2 ways to access telehealth services:

Talk to a Telehealth Doctor with Virtual Visits

Sign in to myuhc.com or the UnitedHealthcare[®] app to speak or chat with a doctor by phone or video 24/7. Until June 18, 2020, your cost-share (copays, deductibles, and coinsurance) is waived for Virtual Visits with providers Teladoc[®], Doctor On Demand[™] and Amwell[®]. Virtual Visits can be used for advice and guidance about COVID-19, but cannot be used to test for or treat it.

Talk to Your Health Care Provider about Telehealth

Telehealth access is expanded in response to COVID-19 to help you access the care you may need and to reduce exposure to the virus. Your local medical provider may be able to provide a telehealth visit through live audio or video-conferencing.

Through this national emergency, your cost-share (copays, deductibles, and coinsurance) is waived for COVID-19 testing-related telehealth visits (both video-conferencing and audio-only), in accordance with your benefit plan. In addition, your cost-share is waived for network telehealth visits for medical, and physical, speech and occupational therapies.

Access to Testing, Treatment and Associated Visits

Your cost-share (copays, deductibles and coinsurance) is waived for approved and authorized COVID-19 testing and testing-related visits at physicians' offices, telehealth visits, urgent care centers and emergency departments through this national emergency. Testing must be provided at approved U.S. Centers for Disease Control and Prevention (CDC) locations.

UnitedHealthcare will also waive your cost-share (deductibles, copays and coinsurance) for treatment associated with a COVID-19 diagnosis until May 31, 2020.

If you have coverage questions on testing, testing locations, treatment or anything else, please call the number on your health plan ID card.

If you're an eligible UnitedHealthcare and OptumRx[®] member who needs help obtaining an **early prescription refill**, you can call the member number located on your health plan ID card for assistance.

Emotional Support Resources

UHC has a **free emotional support line** staffed by professionally trained mental health experts. The number, 1-866-342-6892, is open 24/7. It is free of charge and open to anyone.

For on-demand coping tools and peer support, download the **Sanvello[™] mobile app** for 24/7 help managing stress, anxiety, and depression at no additional cost. Members and non-members can access Sanvello via the Apple and Google Play stores. <https://www.sanvello.com/coronavirus-anxiety-support/>

Get 1 on 1 support from a **behavioral health** provider to help with depression, anxiety, and addiction. Until June 18, 2020, your cost-share (copays, deductibles, and coinsurance) for behavioral health visits is waived. This includes visits with our 7,000+ network providers, including Doctor On Demand and Amwell. Call the number on your health plan ID card or visit www.liveandworkwell.com to find a behavioral provider today.

24/7 Access to Wellness Resources

Take care of yourself and your family with help from our wellness partner, Rally[®]. Available anytime, anywhere at no additional cost, you'll find ideas to help you stay well and keep you busy while at home, from Real Appeal[®] fitness workouts to healthy recipes and tips to help manage stress. Visit www.rallyhealth.com/covid-19 to take advantage of these resources.

Home delivery from OptumRx

Use OptumRx home delivery to help manage the medications you take regularly. Home delivery is safe, reliable and offers the following advantages:



Cost savings

You may pay less for your medication with a three-month supply through OptumRx.



Convenience

Get free standard shipping on medications delivered to your mailbox.



24/7 access and reminders

Speak to a pharmacist who can answer questions any time, any day. Even set up text and email reminders to help you remember to take or refill your medications.

Make the choice to use home delivery



By going online:

Visit **myuhc.com**, register and follow the simple step-by-step instructions.



By phone:

Call the member phone number on the back of your plan ID card. It's helpful to have your plan ID card and medication bottle available.



By ePrescribe:

Ask your doctor to send an electronic prescription.

If you need your medication right away, ask your doctor for a one-month prescription to fill at a local pharmacy and a three-month prescription you can use to set up home delivery.



Log on to **myuhc.com** see if you could save.
Or use the **Health4Me** app.