Benefits Resources during COVID-19

Applies to
This Policy applies to all Faculty and Staff across all University departments, Institutes, Centers and Schools.

Policy Purpose
To provide information on available health benefits and resources during COVID-19.

Policy
Benefit Resources Related to COVID-19:

- UMR’s healthcare plan provides comprehensive coverage for physical and mental health care. For more information visit www.umr.com or call 1-800-826-9781. The plan policy can also be viewed by logging into the Benefit Solver Portal under the reference center tab located at the top of the page.
  - UMR coverage includes testing for COVID-19 at 100%.
  - UMR’s Tele-doc Telephonic Program: Visit a certified medical doctor from home, office or on the go for non-emergency medical conditions. Common treatable conditions are but not limited to allergies, asthma, bronchitis, cold/flu, diarrhea, ear infections, fever, headache, infections, insect bites, joint aches, rashes, sinus infections, skin infections and sore throat.
  - UMR’s Tele-doc Mental Health Services: New to the program is mental health services for counseling sessions. In addition, due to COVID-19 the medical providers can offer guidance on your symptoms if COVID-19 related and provide you with what the next step should be like seeking local medical attention or self-quarantine for 14 days.
  - $10 co-pay at time of each call. Schedule an appointment by visiting www.teledoc.com or by calling 1-800-835-2362.

*Must have UMR healthcare coverage to access the services offered by Tele-doc.

- OptumRX Pharmacy:
  - Automatic extension for existing PA approvals for most chronic medications set to expire prior to May 1, 2020 for an additional 90 days and will be re-evaluated for further extensions as needed.
  - Drugs with significant abuse potential (i.e., opioids) or those that are generally dosed for finite durations or intermittently (i.e., hepatitis agents, fertility agents) will follow normal process for renewals.
  - Prior authorization requirements for ‘new’ prescriptions remain in place.
  - OptumRx Specialty Medications Extended Supply Distribution: The Specialty Pharmacy will offer patients a one-time, 90-day supply of key chronic specialty medications (versus the traditional 30-day supply).

- Cigna’s Employee Assistance Program (EAP): Offers support, guidance and resources that can help you resolve personal issues and meet life’s challenges. Topics include but are not limited to alcohol/drug abuse, stress/anxiety with work/family, depression, emotional well-being, financial/legal concerns, grief/loss, identity theft/fraud, life improvement, child/elder care, personal achievement, relationship troubles, adoption, divorce, parenting and pet care. Other services offered: phone-based consultations, face-to-face counseling, crisis intervention, work/life balance and national networking. Schedule an appointment by visiting www.mycigna.com (Employer ID: clarksonu) or by calling 1-877-622-4327.

Related Information

Revision History