



LOFTON BENEFIT NEWS



2019/2020 PLAN YEAR

April 2020

COVID-19 BENEFIT UPDATE

Be sure to watch your mail, email and social media for other announcements from Lofton.

MEDICAL INSURANCE: UMR

Lofton is committed to providing employees with resources needed to stay healthy and safe during the Coronavirus Pandemic. Employees participating on the health insurance exhibiting virus symptoms can be tested at no cost. If you experience fever, cough and shortness of breath, you are urged to contact your primary care physician to arrange for testing. Coronavirus testing will be provided at no cost to the member.

If you have not already, it is strongly recommended that register online at www.umar.com, to receive important updates related to the virus as well as other helpful information.

TeleHealth

Telehealth gives you access to your primary care physician from the comfort of your home through digital audio-visual technologies, such as FaceTime, Skype, Zoom or dedicated telehealth applications. This service was expanded to help you stay in your home and reduce exposure to the virus.

Telehealth visits with your health care provider can be used for both COVID-10 and other health needs, keeping you in your home while still receiving the care you need.

If you need a medical visit, call your local medical provider and ask about telehealth options.

SUPPORT LINC: EMPLOYEE ASSISTANCE PROGRAM*

During the Coronavirus pandemic, many may feel anxiety, depression and stress. The Support Linc Employee Assistance Program (EAP) can help. Counselors are on hand to help, you can reach via telephone 1-888-881-LINC (5462) or www.supportlinc.com.

*Available to health plan participants only.

UMR EMOTIONAL SUPPORT PROGRAM

UMR is offering an emotional support program for ALL employees, even if not participating on the health plan. The 24/7 Optum Help Line is staffed by professionally trained mental health experts. The number is 1-866-342-6892.

24/7 CALL-A-DOC*

For other health related non-emergency services, you can request a doctor visit with a licensed medical professional 24 hours a day 7 days a week without leaving your home. 24/7 Call A Doc physicians can treat you for conditions such as sinus infections and UTI's.

Simply call 1-844-DOC-24HR or www.247calladoc.com. This service is also offered at no cost to you as a member. This benefit is also available to family members, whether they are participating on the health insurance or not!

*Available to health plan participants only.



SOUTHERN SCRIPTS*

It is important to have needed medications on hand at this time, which is why Southern Scripts is allowing early refills for 30 day supplies of maintenance medication(s).



Southern Scripts is the pharmacy vendor for the 2019/2020 plan year. Be sure to utilize First Choice Pharmacies in order to receive the lowest price on drugs. To see a list of participating pharmacies, visit www.southernscripts.net or call Southern Scripts at 800-710-9341. If you use a non-participating pharmacy, the drug may not be covered or you may pay additional cost.

*Available to health plan participants only.

UNUM PROVIDENT LIFE AND ACCIDENT

Many employees have inquired about coverage related to the Unum policies for COVID-19. See below:

Short-term Disability: If a person is diagnosed with Coronavirus, a claim would likely be payable after the elimination period if all other definitions of disability has been met. Individuals quarantined without a diagnosis and not sick generally would not have a payable claim.

Critical Illness: Coronavirus is not considered a covered condition.

Accident: Accident does not provide benefits for diagnosis or treatment of the Coronavirus.

Still have questions? Contact Mary Dixon, Benefits Coordinator at benefits@loftonstaffing.com or 225-924-0200.

Visit us online @ www.loftonstaffing.com