



Genesys is pleased to provide you with our NEW monthly newsletter to help you get the most out of your benefits! Be on the lookout each month for helpful reminders and tips to help keep you and your family well.

Your well-being during this time is our highest priority. We've been working diligently with our vendor partners to enable members on our health plans to receive the approved COVID-19 test without cost. **As of April 1, 2020, COVID-19 testing claims are being processed at a \$0 member cost.** Additionally, if you are enrolled in one of our High Deductible Health Plans, you will not be required to meet your deductible to receive this test free of charge.

During this time, we also want to remind you of key resources and features of your benefits that are available to provide support.

- **Your Genesys Care Coordinators – Personalized care and support (For HDHP or PPO Participants)**
At the heart of your Genesys Benefits Plan are your Care Coordinators. Turn to them to understand your benefits, find in-network physicians, reduce out-of-pocket expenses, answer claims questions, obtain pre-certification, and help you understand your options so you can make informed health care decisions. Contact your Genesys Care Coordinators Monday-Friday at **1-877-498-3041**, 8:30 A.M. - 10:00 P.M., EST or online at **genesyshealthplan.com**.
- **OC24health – Talk to a doctor/provider 24/7, anytime, anywhere (For HDHP or PPO Participants)**
Telehealth via OC24health is a great way to avoid the waiting room at the doctor's office, should you need to seek non-emergent care during this time. Visit a doctor by phone, or via the app, by getting started at **OC24health.com**.
- **Telehealth with your existing care providers**
In addition to appointments scheduled with OC24health, beginning February 1, 2020 through June 30, 2020, if you have the need to meet with your established and treating physician for ongoing follow-up care, the plan will cover your telephonic/virtual visit the same as an in-office visit, should your provider switch your appointment to a telephonic/virtual consultation to avoid in-office contact.
- **Employee Assistance Program (EAP) – Confidential, no-cost help for you and your household**
When you hear, read, or watch news about an outbreak of an infectious disease, you may feel anxiety and stress. These signs of stress are normal and may be more likely or pronounced for people who live, or have loved ones, in parts of the world affected by the

outbreak. Utilize the Optum Employee Assistance Program for professional consultation by calling **1-866-248-4094**, or online by visiting www.liveandworkwell.com (access code: genesyste).

- **Telehealth – Convenient, personalized, and seamlessly integrated into your care (For Kaiser Participants)**
Get the care you need, the way you want it. Phone and video visits through Kaiser Permanente are simple and secure ways to get care from a doctor. They'll even be tracked in your electronic health record. All you need is a computer, smartphone, or mobile device to get started. To schedule an appointment or get care advice, sign in at kp.org or call **1-866-454-8855** anytime.
- **MyStrength – Digital Tools for Emotional Wellness (For Kaiser Participants)**
Everyone needs support for total health — mind, body, and spirit. The MyStrength digital tools can help you navigate life's challenges, make small changes that improve sleep, mood, and more, or simply support an overall sense of well-being. Visit kp.org/selfcareapps and login with your kp.org user ID and password to get started. Follow the prompts to complete registration and begin using MyStrength.

Health Savings Account (HSA) Migration to HealthEquity

In 2019, HealthEquity completed an acquisition of our current HSA vendor, WageWorks. As a result, members enrolled in a Genesys HSA with WageWorks will be transitioned to the new **HealthEquity** platform in May.

With the transition to the HealthEquity platform, there are a few dates you'll need to keep in mind, including when you can expect to receive your new card. Review the Conversion Timeline below to learn more.

Conversion Timeline:

- **May 8:** Last day for contributions to your WageWorks HSA; Last day to invest funds from your WageWorks HSA.
- **Week of May 11, 2020:** A new HealthEquity® Visa® Health Account Card and welcome kit will be sent to account holders, allowing you to access the HealthEquity Member Portal.
- **May 14, 2020:** Last day for you to use your WageWorks HSA debit card.
- **May 15, 2020:** Your 5/15 payroll contributions will be added to your new HealthEquity account and available immediately.
- **May 20, 2020:** All investments in your WageWorks HSA will be liquidated.
- **May 21, 2020:** Account balances will be transferred to your new HealthEquity Account.
- **May 22, 2020:** HealthEquity investment options will become available to eligible account holders.
- **May 22, 2020:** Transferred balances will be available for your use.

Keep this timeline handy and be prepared to receive more information on your HealthEquity account in the coming weeks.

WELLNESS CORNER

Managing Stress and Anxiety During Uncertain Times

COVID-19 is a rapidly evolving, unprecedented and highly stressful situation for all of us. Review these tips for managing stress and anxiety for you and your family and learn more from the CDC online.

- **Keep a routine.** Stress often leads to irregular sleep and eating patterns. Strive to maintain a schedule — plan your daily tasks, eat at regular intervals and focus on maintaining healthy habits. Organizing your time and staying busy can help you feel in control and lessen the symptoms of anxiety.
- **Take an online fitness or yoga class.** There are many low cost and even free online workouts to choose from. Enjoy a compilation of fun vintage fitness classes with Zeamo at <https://zeamo.com/post/vintage-celebrity-workouts>.

- **Reconnect with friends and family.** Studies show that feeling connected to others can reduce stress and improve mood. Call, text or even video call friends and family. Virtual meetups are a fun and easy way to stay in touch.
- **Unplug.** We are bombarded with ever changing information every day. Set a schedule for checking emails and social media accounts. Try to limit television news to no more than a few times per day.
- **Acknowledge your feelings.** It's human nature to feel stress, anxiety and even grief during this time. Acknowledge these uncomfortable feelings and focus on hobbies and interests that make you happy. Meditate, read your favorite book, listen to music, watch a comedy, help a neighbor – and remember to take care of yourself.

If you're feeling worried or stressed about COVID-19, call the Optum toll-free help line at **1-866-342-6892** or visit **[Optum's EAP resource page](#)** for more information around COVID-19 and tips and videos to help you cope. **Note:** this information is available in 17 languages. For the most up-to-date information on COVID-19, **[visit the CDC website](#)**