



## VEBA Member Alert: COVID-19 Carrier Updates

March 24, 2020

As VEBA continues to monitor the national COVID-19 emergency, we'd like to share some updates from our carriers.

If you are feeling stressed or anxious, remember that VEBA members have a number of free resources available to them. The Optum Emotional Support line is available 24 hours, 7 days a week, at **866-342-6892**. It is open to family and friends as well.

UnitedHealthcare is offering free premium access to the Sanvello Health app to all VEBA members. The app includes meditation, guided lessons, peer support and assessments. Download from the Apple App Store or Google Play.

Additionally, VEBA Advocacy can help with billing and care issues at **888-276-0250**. Stay tuned to <https://vebaonline.com/page/coronavirus-coverage> for the latest COVID-19 news and updates from VEBA.

If you are showing symptoms of COVID-19 or come in contact with a person with COVID-19, we recommend **calling** your health care provider immediately. For the latest news on coronavirus, please visit the [CDC](https://www.cdc.gov). If you are experiencing a medical emergency, please call 911.

### VEBA Resource Center (VRC)

The VEBA Resource Center has helpful resource guides on Facebook and Instagram, such as coping with stress, dealing with job loss and accessing benefits. Check out the video of a recent live conversation with Dr. Sondoozi on mental well-being. Follow us on Instagram, Facebook and LinkedIn for the latest well-being resources.

As part of the VRC protocol, our Well-Being Providers will be contacting members with existing appointments. Please be aware these calls may come from restricted numbers.

### UnitedHealthcare (UHC)

UnitedHealthcare has expanded telehealth services until June 3. These services are experiencing a high volume of demand, with current wait times of about 2 hours.

To help ease stress and anxiety, UHC is also offering free premium access to digital mental health care through Sanvello Health. Sanvello's app offers meditation, peer support, guided



lessons and assessments. It is available to all, including non-members, and on both Apple and Google platforms. Search the app store for "Sanvello" to download the free app.

UHC members can go to <https://www.uhc.com/health-and-wellness/health-topics/covid-19> for the latest in UHC coverage updates and COVID-19 FAQs.

## **Kaiser**

Kaiser has set up a COVID-19 information line for members at **877-813-7297**, 7 a.m. to 7 p.m., 7 days a week.

Kaiser has increased the availability of e-visits. In addition to phone and video visits, members who have flu-like symptoms can also complete an e-visit to get online care and advice, be tested for coronavirus, and get treatment for symptoms if necessary. See attached flyer for more details or visit <http://kp.org/getcare>.

To help reduce exposure for members, Kaiser may be changing some in-person visits to a video or phone visit. If you have any questions or concerns, contact your care team. To limit additional exposure throughout the community, Kaiser will temporarily close the following medical offices immediately. Members with appointments or pharmacy needs at these facilities have been contacted.

### **Facility Closures**

#### **San Juan Capistrano**

30400 Camino Capistrano  
San Juan Capistrano, CA 92675

#### **Foothill Ranch**

26882 Towne Center Drive  
Lake Forest, CA 92610

#### **Aliso Viejo**

24502 Pacific Park Drive  
Aliso Viejo, CA 92656

#### **Yorba Linda**

22550 Savi Ranch Parkway  
Yorba Linda, CA 92887



### **Anaheim Hills**

5475 E. La Palma #201  
Anaheim, CA 92807

### **La Habra**

601 E. Imperial Highway  
La Habra, CA 90631

### **UMR**

UMR's COVID-19 FAQ document is now available in Spanish – see attached pdf.

Telehealth visits will be covered for COVID-19 diagnosis until June 18, 2020.

Teladoc virtual care services are in high demand, with wait times exceeding an hour at times. Here are some tips to make the most out of your appointment:

- For members new to using Teladoc, start by visiting Teladoc's website at <https://www.teladoc.com/> for answers to frequently asked questions.
- For fastest support, you are encouraged to contact Teladoc by mobile app or web. Download the Teladoc app on the App Store or Google Play.
- Before your first virtual visit, you will need to set up a Teladoc account and share your medical history on the app or on Teladoc's account setup page. Completing this step in advance accelerates visit requests.
- If you call Teladoc, they have implemented technology that enables you to request a callback from a service representative to help register, request a visit, or get support rather than waiting on hold.
- A visit request will be canceled after two unanswered callback attempts by a doctor. In unique circumstances where a doctor is unable to connect with the member after at least one callback attempt during a 10-hour period, the visit request will be canceled and communicated by email.
- You can use a wait time estimator on the Teladoc app and website to estimate when you will hear from a doctor.

### **SIMNSA**

Please see attached pdf for an update from SIMNSA in both English and Spanish.

Members should call the SIMNSA clinics first before visiting due to high demand. Visit [www.simnsaprevencion.com](http://www.simnsaprevencion.com) for the latest from SIMNSA.



## Optum

Optum has several videos, available in English and Spanish, to answer questions and lend members a helping hand during these tough times.

Call Optum's emotional support line any time at **866-342-6892**. This 24/7 Help Line is staffed by professionally trained mental health experts, free of charge and open to anyone.

### **VIDEOS: English Versions**

4 Things You Can Do to Stay Healthy

[https://optum.video.uhc.com/media/4+Things+To+Stay+Healthy+and+COVID-19+Symptoms+-+Optum+-+English/o\\_5nmzyqp](https://optum.video.uhc.com/media/4+Things+To+Stay+Healthy+and+COVID-19+Symptoms+-+Optum+-+English/o_5nmzyqp)

Emotional Help Line

[https://optum.video.uhc.com/media/Emotional+Support+Help+Line+-+Optum+-+English/o\\_wm205ls3](https://optum.video.uhc.com/media/Emotional+Support+Help+Line+-+Optum+-+English/o_wm205ls3)

### **VIDEOS: Spanish Versions**

COVID-19 Signs and Symptoms - Spanish

[https://optum.video.uhc.com/media/COVID-19+SIGNS+AND+SYMPTOMS+%E2%80%93+SPANISH+%28OPTUM%29/o\\_ycct2veb](https://optum.video.uhc.com/media/COVID-19+SIGNS+AND+SYMPTOMS+%E2%80%93+SPANISH+%28OPTUM%29/o_ycct2veb)

4 Things You Can Do to Stay Healthy - Spanish

[https://optum.video.uhc.com/media/4+Things+You+Can+Do+To+Stay+Healthy+-+SPANISH+%28OPTUM%29/o\\_zvhq8d3o](https://optum.video.uhc.com/media/4+Things+You+Can+Do+To+Stay+Healthy+-+SPANISH+%28OPTUM%29/o_zvhq8d3o)

Emotional Help Line - Spanish

[https://optum.video.uhc.com/media/EMOTIONAL+HELP+LINE+%E2%80%93+SPANISH+%28OPTUM%29/o\\_dgcjctge](https://optum.video.uhc.com/media/EMOTIONAL+HELP+LINE+%E2%80%93+SPANISH+%28OPTUM%29/o_dgcjctge)