



## **Hurricane Harvey Assistance - A message from your Harris Health Employee Benefits team**

We know that many of you have been and continue to be affected by the catastrophic events of Hurricane Harvey. We are concerned about each and every one of you and are here to help you with questions or concerns you may have about your benefits.

There is much to be done — and we want to make sure you know about the benefit resources that are available to you. Please remember to take care of yourself and know that these resources can help.

### **MEDICAL BENEFITS**

If you or your covered family members need to use our medical benefits and you can't locate your member ID cards, here is our group medical plan information.

#### Medical - Cigna

Member services line: 1.800.244.6224

Website: [www.mycigna.com](http://www.mycigna.com)

#### **Cigna has taken the following actions: (for the Harris Health Low and High Deductible Options)**

- Prior authorization requirements have been waived for acute medical care and behavioral health care in affected areas.
- Working with vendor partners (Care Centrix, EviCore) to ensure that the waived Prior Authorization requirements are followed. In addition, Cigna is working with Care Centrix to ensure that home needs are met as best as possible (oxygen, skilled services, etc.).
- Approved In-Network coverage for Out-of-Network services is being approved on a case-by-case basis when there are unavailable In-Network services.
- Outreach to vulnerable patients, including dialysis and others who are in case management, assisting as possible.

#### **KelseySeybold**

KelseySeybold has reopened many of their locations at this time. For further information, please contact Kelsey at 713.389.4736, 24 hours a day, 7 days a week.

#### **TELEHEALTH CONNECTION (All Deductible and KelseyCare medical plan participants.)**

Member services line: 1.888.726.3171

Website: [www.MDLIVEforCIGNA.com](http://www.MDLIVEforCIGNA.com)

#### **Telehealth Services**

We realize that the majority of health care providers in the affected areas have also been disrupted. We remind you that ALL Harris Health medical plan participants have access to Telehealth services provided by MDLIVE and Amwell. **MDLIVE is offering one free medical consultation through September 8<sup>th</sup>** (possibly longer depending on conditions).

Customers can access Telehealth services during this crisis using their smartphone by calling toll-free 24 hours a day, 7 days a week, 365 days a year:

**MDLIVE 1.888.726.3171 or Amwell: 1.855.667.9722**

### **For Video sessions:**

Step 1: Visit the myCigna website or the myCigna app

Step 2: Select "Find care"

Step 3: Select "Cigna Telehealth Connection"

Step 3: Select a provider: Amwell or MDLIVE

Step: 4 Download the mobile app and login/register to see a provider

**MDLIVE has also established a special phone line to help people affected by Hurricane Harvey. This line is open to the general public as well as to you, our covered employee: 1.888.959.9516.**

### **PRESCRIPTION DRUG BENEFITS**

If you or your covered family members need to use our pharmacy benefits and you don't have your member ID cards, below is the information that you will need.

#### **Prescriptions – OptumRX:**

Member services line: 1.800.880.1188

Website: [www.optumrx.com](http://www.optumrx.com)

#### **For OptumRX customers living in affected areas, OptumRX Advocates can:**

- Assist members in impacted areas with obtaining refills before the refill eligible date, due to lost medication. This pertains to all medications needed for continued therapy (no exclusions for any class of medication).
- Assist you with transferring your prescription from Home Delivery to a retail pharmacy.
- Access Rx Open, an interactive map of open pharmacies, to help you locate nearby pharmacies.

#### **Home Delivery Pharmacy**

OptumRX is continuing to process orders for distribution; however, the shipping carrier may hold orders until the impacted Zip Codes are cleared for shipping. Should you need your prescription urgently, you can obtain an override at a retail pharmacy.

Orders requiring refrigeration will not be cleared for shipment from OptumRx's pharmacies until after your Zip Code resumes normal distribution.

Orders originally held are being shipped as OptumRX gathers updated information from you, the impacted member.

OptumRx Home Delivery is currently coordinating with Customer Service to make outbound calls to impacted members to obtain further direction for delivery. This process will continue until OptumRX can return to normal processes for refrigerated shipments.

### **401K and 457(b) RETIREMENT PLANS - Financial Questions and Concerns**

If you need to access your retirement savings plans for a loan or hardship/unforeseen emergency withdrawal, you should contact Fidelity for assistance. **You simply need to notify the Fidelity customer service representative that you are calling for Hurricane Harvey relief.**

#### **Fidelity**

Phone number: 1.800.343.0860

Website: [www.fidelity.com/atwork](http://www.fidelity.com/atwork)

- Withdrawals are still subject to the 10% tax, but the automatic 6-month deferral suspension will not apply.
- The requirement for providing supporting documentation has been waived at this time, but you will need to supply it when you are able to do so.
- All other provisions of the two plans still apply, including the requirement to take a loan before becoming eligible for a financial hardship and/or unforeseen emergency withdrawal.

### **Transportation Benefits:**

If you are a full-time employee currently enrolled in our pre-tax Parking benefit and have lost your vehicle due to flooding, you may elect to switch to the post-tax employer contribution. Refer to Policy 3.08.01 for additional details. To obtain the parking form, go to our intranet page, click on Document Control Center, click on Forms, click on Search and type in Parking, click the Enter key and finally click on the Parking Payroll Authorization Form. Once you completed the form, simply drop it off or submit it to Security (Department of Public Safety).

### **Houston Metropolitan Credit Union**

Houston Metropolitan Credit Union is a value added partner of Harris Health, providing Automated Teller Machines (ATMs) at our Holly Hall, Smith Clinic, LBJ and Ben Taub facilities. In their effort to assist our patients and our own employees impacted by Hurricane Harvey, the credit union has agreed to waive all ATM fees for machines located within our own premises starting Monday, September 4<sup>th</sup> – Saturday, September 30<sup>th</sup>.

You and your family continue to be in our thoughts and in our hearts. We will get through this together being Houston strong! If one of our benefit offices can be of further assistance, please feel free to drop by or call us.

Ben Taub Office: HR Suite – 713.873.6435  
Holly Hall Offices: 2525 Holly Hall, Suite 100 – 713.566.6451  
Kirby Office: 9240 Kirby, Suite 700 – 713.634.1029  
LBJ Office: HR Suite – 713.566.4830

With kind regards,  
*Your Employee Benefits Department*