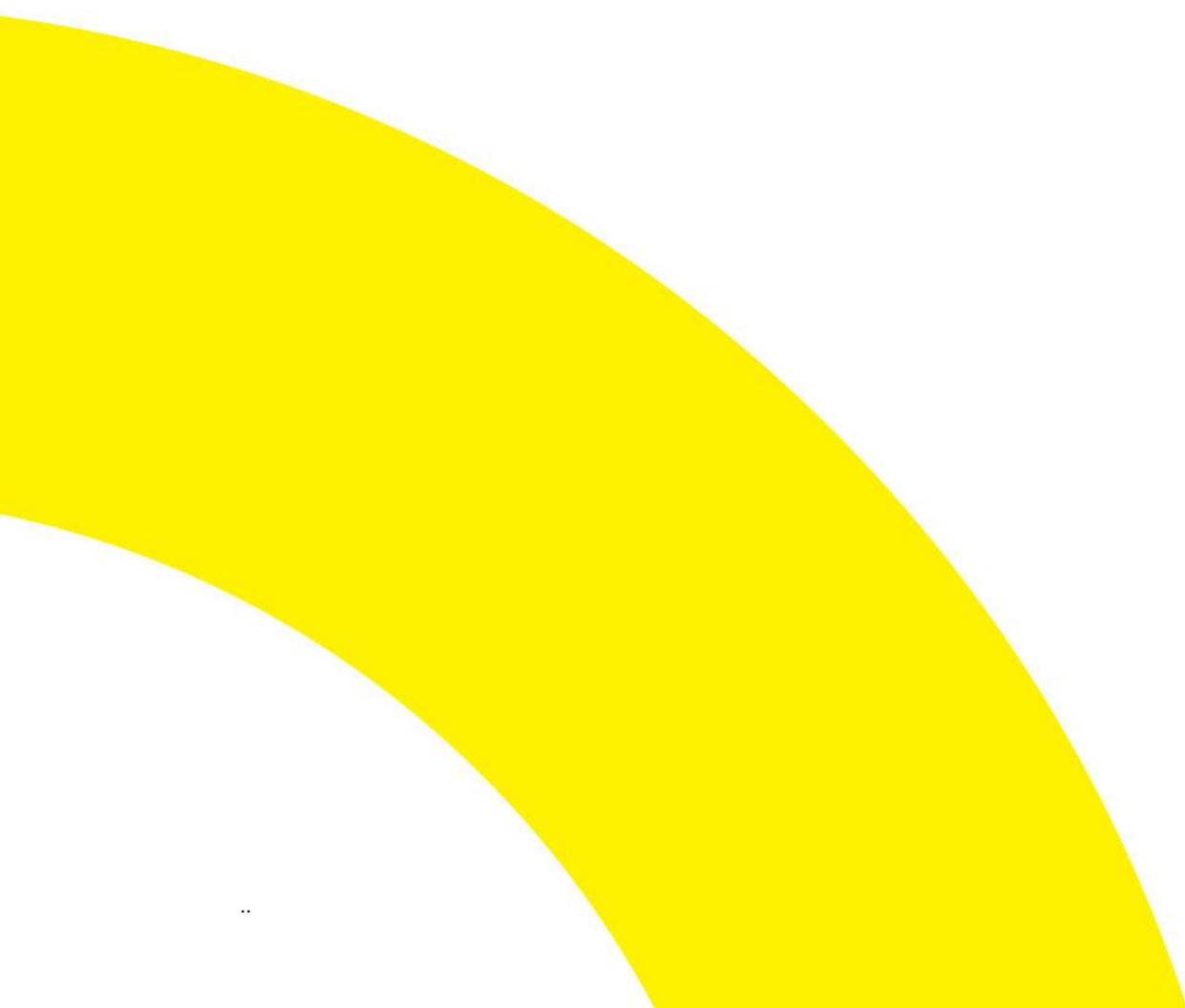


# **COVID-19 intranet article**



# How you're covered for COVID-19

## What to know and do now to use your pay and benefits wisely

The coronavirus outbreak is unprecedented, and it's a challenge to the ways we do business. It may feel as if the details and facts are changing daily, which makes an already anxious time even more stressful.

Here's how your **COMPANY NAME** benefits can help, and how your pay may be affected as we navigate this crisis together. For other COVID-19 content and updates, check out **URL/INTRANET NAME HERE**.

### If you think you are ill

Symptoms of COVID-19 include fever, coughing or shortness of breath. If you think you've been exposed to the virus and are experiencing these symptoms, stay home and contact your doctor.

- **If you don't have a doctor:** Use our **[Nurseline] [telemedicine service]**, which provides 24/7 access to health care professionals online or over the phone. You'll get the care you need without exposing others, and fees are typically lower than those for office visits. Call **[NUMBER HERE]**.
- **If you're referred for COVID-19 testing:** Many insurance carriers are waiving fees for medically necessary tests. Check with **[your Benefit Pro ] [OTHER RESOURCE HERE]** to learn how you'll be covered.

### If you are telecommuting for the first time

Working in a different setting can be frustrating at first. Remember, this is unlikely to be a long-term situation. Stay in touch with colleagues using **[Slack] [Skype] [Webex Teams] [Adium] [OTHER INSTANT MESSAGE OR VIDEO SYSTEM HERE]** to feel connected while you're in a separate location. **[You may also refer them to any online learning modules you have available around remote work tips.]**

If you need IT support, contact **[IT contact]**.

### Protecting your physical health

Washing your hands well and avoiding crowds are great first steps. Here are other things you can do now to protect yourself and your family.

1. **Enroll in telemedicine.** This benefit connects you with care from the comfort and privacy of your home – and away from others who are ill. Sign up today so that you're prepared if and when you need care in the future. This benefit is also handy for any dependents who live away from home and may be challenged to access their local health care providers.
2. **Check your medications.** You should have on hand enough of any regular prescription to last through the suggested 14-day quarantine period. You can order up to a 90-day supply using our mail-order prescription drug benefit, which can reduce your costs and save you a trip to

the pharmacy. If you need a refill before your current prescription should run out, you might need to ask your pharmacist, doctor or insurance company for an exception.

3. **Review your medical coverage.** Know which medical facilities are in your network, in case you need care.
4. **Find a medical provider.** If you don't currently have a regular physician, this is a good time to find one – or to learn which labs or testing facilities you should use. Use [BENEFIT NAME HERE] to get started finding an in-network provider near you.

If you are **commuting to work on public transit**, keep in mind that the coronavirus can live on surfaces for several days. Avoid touching surfaces with bare hands, if possible, and be sure to wash your hands for at least 20 seconds afterward. Try to not touch your face.

If you are **immunosuppressed, or otherwise considered high-risk**, please protect yourself by avoiding crowds. Consider signing up for home grocery delivery, so you can avoid crowds and long lines at the store, or using takeout or drive-through service. Our [discount or concierge service] program offers discounts on meal kits that bring healthy options directly to your door.

## Protecting your emotional health

This is an anxious time for all of us. It's normal to feel stress, fear or uncertainty. Social distancing can make stress and some mental health conditions worse.

Our **Employee Assistance Plan (EAP)** offers free sessions with trained counselors, who can help you put things in perspective or talk through your concerns. The EAP is available to you and those in your household. Find help at [CONTACT HERE].

## Protecting your financial health

Our pay schedule is not changing. We'll still provide paychecks on a regular basis, and you can find your pay statements [LOCATION HERE]. Consider signing up for **direct deposit**, so that you can avoid trips to the bank or any delay between receiving a physical check and being able to deposit it.

Volatile financial markets have affected many **retirement plans**. Remember: Market volatility we're seeing due to COVID-19 is likely short term. Before you make any changes to your retirement planning, savings or investment strategy, contact [VENDOR] at [CONTACT] to discuss your needs and how best to stay on track over the long term.

## Using your paid time off

Your health, and that of those around you, matters. If you or a loved one is feeling ill, do not come to work. (Contact your manager first to explain the situation.) Your manager or HR representative can help you determine which of these benefits can help you be paid while away from work:

- **Sick time:** Up to [XX] days per year.
- **Paid time off:** Up to [XX] days per year. Check [your most recent pay stub] [PORTAL NAME HERE] [OTHER SOURCE] to see your remaining balance.
- **Family Medical Leave Act:** This federal law protects your position through unpaid leave when you need time to care for a serious health condition that leaves you unable to work. It includes caring for a family member facing a serious health condition. (Some conditions apply, such as you must have worked at least 1,250 hours in the past 12 months to qualify.) Ask your HR representative if FMLA will apply to your situation.

## Managing family needs

If schools or day programs in your area are closed, you can find back-up care using our [\[Back-Up Care Advantage\] \[OTHER\]](#) program. Learn more [\[link to program\]](#) about your options for back-up care should you need it.

If you're caring for an elderly parent, you also can use our [\[Back-Up Care Advantage\] \[OTHER\]](#) program. Consider helping them set up:

- Delivery of any prescription medications
- Telemedicine for any nonessential doctor's visits
- Skype or FaceTime, so that they can stay connected with friends and family
- A plan for physical activity that respects social distancing, such as a daily walk outside

**If you do not have home internet**, some providers are offering free broadband service so that students can participate in remote learning or online classes. Check with your local internet service provider.

**If you have home internet**, and will have students doing online coursework from home while you telecommute, consider whether your home internet speed will be sufficient.

## If you are an international assignee

We're supporting your health and ability to travel and care for loved ones. Your [\[Graebel\] \[OTHER\]](#) consultant is your first resource, so please keep him or her updated on your current location and any travel plans.

International SOS (ISOS) can send notifications specific to your location. Consider downloading the free ISOS Travel Assistance app from the Apple App Store [\[link to https://itunes.apple.com/gb/app/international-sos-assistance/id465662561?mt=8\]](#) or Google Play [\[link to https://play.google.com/store/apps/details?id=com.infostretch.iSOSAndroid&hl=en\\_GB\]](#).

## We'll get through this together

We ask you to do these basic things to help yourself and your colleagues through this period:

1. **Stay calm and stay focused.** We'll be at our best when we're dealing with this situation from a logical, problem-solving perspective.
2. **Reach out when you need help.** We can connect you with medical providers or counselors to help you protect your physical and emotional well-being.
3. **Be flexible.** A lot is changing right now – and more change is likely. We promise to keep you informed, so you can make the best decisions for yourself and your loved ones.
4. **Take care of yourself.** Sleep well, eat well and stay hydrated. Wash your hands for at least 20 seconds. Avoid crowds. Self-quarantine if you think you've been exposed to the virus or are showing symptoms.
5. **Understand your resources.** We're here to help, whether that's questions about your benefits or about your pay. Reach out to [\[AVENUE HERE\]](#) to connect with a [\[COMPANY\]](#) resource.

Thank you for all you're doing to protect yourself and others. We're here for you throughout this crisis. Together we'll get through this and be stronger for it.

## About Alight

Alight Solutions is a leading provider of integrated benefits, payroll and cloud solutions. With more than 15,000 professionals across 29 countries, Alight provides leading-edge benefits administration and ERP technology and services to more than 3,250 clients including 50% of the Fortune 500. Alight's combination of data-driven insights and technology expertise creates unique value for clients. Alight is a six-time member of IAOP's Global Outsourcing 100. Learn how Alight drives better business outcomes and employee wellbeing for organizations of all sizes at [alight.com](https://alight.com).

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