

# Team Member Resources

# Caring for each other

Note: Our vendors have plans in place to continue to support us during this time. But please be patient, as they may be dealing with a reduction in staff and remote-work technical issues.

Program	Description	Contact Method	Member Cost
Available to all AdventHealth Employees			
<b>Employee Assistance Program (EAP) – Aetna Resources for Living</b>	<ul style="list-style-type: none"> <li>Covers five visits (in-person or video) per problem per plan year for each member of the household, including children up to age 26</li> <li>Emotional support: Relationship support, stress management, work-life balance, family issues, grief and loss, depression, anxiety, substance misuse</li> <li>Daily life assistance: Options for child care, parenting, adoption, summer programs for kids, school and financial aid research, care for older adults, caregiver support, pet care, home repair, household services, etc.</li> <li>COVID-19 Resource Center</li> <li>More than 5,000 self-help web assist topics</li> <li>Free monthly webinars on work-life topics</li> <li>MyStrength: A “health club for your mind” that offers resources to improve mental health and over all well-being</li> <li>Free legal templates and a free online will kit</li> <li>Webinar library</li> </ul>	<ul style="list-style-type: none"> <li>888-802-5821</li> <li><a href="https://ResourcesForLiving.com">ResourcesForLiving.com</a> Username: AdventHealth Password: AdventHealth</li> </ul>	<ul style="list-style-type: none"> <li>No cost for team member or family member</li> </ul>
<b>Video Visit through AdventHealth App</b>	<ul style="list-style-type: none"> <li>Video visit with a licensed practitioner</li> </ul>	<ul style="list-style-type: none"> <li><a href="https://AdventHealth.com">AdventHealth.com</a> or AdventHealth mobile app</li> </ul>	<ul style="list-style-type: none"> <li>No cost for AdventHealth team member effective March 27, 2020 (for a temporary period)</li> </ul>

# Team Member Resources

# Caring for each other

Program	Description	Contact Method	Member Cost
<b>My Secure Advantage (MSA) Wallet through Cigna</b>	<p>With MSA Wallet, you can monitor your cash flow in real time to get a clear picture of what's coming in and what's going out, 24 hours a day, seven days a week. With this handy online tool, you can:</p> <ul style="list-style-type: none"> <li>• Create a budget and track your spending</li> <li>• Set up bill alerts to help keep your payments on track</li> <li>• Plan for large purchases</li> <li>• Access coupons from thousands of merchants</li> <li>• Create savings goals and track your progress</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://Cigna.MySecureAdvantage.com">Cigna.MySecureAdvantage.com</a> or call 888-724-2262</li> </ul>	<ul style="list-style-type: none"> <li>• No cost for team member</li> </ul>
<b>Money Coaching through Cigna</b>	<p>Free, personalized and confidential consultation with a certified financial expert. Together with a Money Coach, you will:</p> <ul style="list-style-type: none"> <li>• Have an initial goal-setting call to discuss your financial needs, whether you want to save money, find ways to manage old debt or plan for large purchases</li> <li>• Complete a brief financial Wellness Assessment to help measure your financial well-being</li> <li>• Set a short-term action plan to help make your financial goals a reality</li> <li>• Create a long-term road map to help you along your financial journey and plan for your future security</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://Cigna.MySecureAdvantage.com">Cigna.MySecureAdvantage.com</a> or call 888-724-2262</li> </ul>	<ul style="list-style-type: none"> <li>• No cost for team member</li> </ul>
<b>ID Theft Protection through Cigna</b>	<p>MSA's ID Theft Protection program can help you recover from the issues that can arise from identity theft. When you opt in to the ID Theft Protection program, you'll receive:</p> <ul style="list-style-type: none"> <li>• Unlimited fraud resolution victim assistance</li> <li>• Identity theft monitoring protection, 24 hours a day, seven days a week</li> <li>• Lost/stolen wallet/purse benefit</li> <li>• Talk to your Money Coach for more</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://Cigna.MySecureAdvantage.com">Cigna.MySecureAdvantage.com</a> or call 888-724-2262</li> </ul>	<ul style="list-style-type: none"> <li>• No cost for team member</li> </ul>

# Team Member Resources

# Caring for each other

Program	Description	Contact Method	Member Cost
<b>Travel Protection through Cigna</b>	If you must travel amid the COVID-19 crisis, consider consulting with Cigna Secure Travel. With this resource, you have support with pre-trip planning, help while traveling and emergency support for trips more than 100 miles from home. Service is available 24 hours a day, seven days a week, all year.	<ul style="list-style-type: none"> <li>• Call 888-226-4567</li> </ul>	<ul style="list-style-type: none"> <li>• No cost for team member</li> </ul>
<b>WebMD</b>	WebMD coaches are available on the WebMD portal to speak with wellness-eligible team members about COVID-19 information, stress or anxiety.	<ul style="list-style-type: none"> <li>• <a href="http://WebMDHealth.com/ahs/">WebMDHealth.com/ahs/</a></li> <li>• WebMD Customer Care 1888-321-1509</li> </ul>	<ul style="list-style-type: none"> <li>• No cost for wellness-eligible team member</li> </ul>
<b>ALEX (Benefits Counselor)</b>	<ul style="list-style-type: none"> <li>• If you have a life-changing event due to a spouse's loss of coverage, for example, ALEX can help you understand our benefit plans.</li> </ul>	<ul style="list-style-type: none"> <li>• Log on to The Hub at <a href="http://login.ahss.org/PeopleSoft/">login.ahss.org/PeopleSoft/</a> and search for benefit information in HR AnswerLink</li> </ul>	<ul style="list-style-type: none"> <li>• No cost for team member</li> </ul>
<b>Delta Dental</b>	<ul style="list-style-type: none"> <li>• Assistance finding an in-network dentist in an emergency or if your dentist is closed.</li> </ul>	<ul style="list-style-type: none"> <li>• 800-521-2651 (PPO)</li> <li>• 800-422-4234 (Delta Care)</li> <li>• <a href="http://DeltaDentalins.com">DeltaDentalins.com</a></li> </ul>	<ul style="list-style-type: none"> <li>• No cost for team member</li> </ul>

Program	Description	Contact Method	Member Cost
<b>PerkSpot (Employee Discount Program)</b>	<p><b>Food and Great Savings, Delivered Straight to Your Door</b> PerkSpot is helping you navigate the impacts of COVID-19 with savings on great food delivery systems. Log on to your PerkSpot account at <a href="https://AdventHealth.PerkSpot.com">AdventHealth.PerkSpot.com</a> for the promo codes.</p> <ul style="list-style-type: none"> <li>• <b>GrubHub</b> – Enjoy a full range of cuisines in your city, from the comfort of your own home. Order \$15 or more and save 25% on your first food delivery.</li> <li>• <b>DoorDash</b> – Save 25% on your first DoorDash delivery.</li> <li>• <b>PostMates</b> – Spend \$15 or more and take \$5 off your first six orders. Valid for seven days from redemption.</li> <li>• <b>Pet Plate</b> – Real food, cooked fresh for your dog, ready to eat and delivered right to your door. Receive 50% off your first delivery and 10% off your next five orders.</li> <li>• <b>Purple Carrot</b> – Looking for healthy, plant-based meals delivered straight to your door? Purple Carrot's delivered meal kits are the easiest way to go plant-based. Save \$35 off your first box.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="https://AdventHealth.PerkSpot.com/login">AdventHealth.PerkSpot.com/login</a></li> </ul>	<ul style="list-style-type: none"> <li>• Discounted rates available</li> </ul>

Program	Description
---------	-------------

<p><b>AdventHealth Benefit Changes</b></p>	<p>If you have experienced loss of coverage due to COVID-19-related employment changes, this qualifies as a life-changing event, and you may enroll or add your dependents to your insurance. Section 125 of the Internal Revenue Service Code governs when team members may make changes to their benefit elections. You may add or drop coverage for you and/or your dependent(s) <b>within 30 days of a life-changing event</b>. To report a qualifying event, follow these steps:</p> <ul style="list-style-type: none"> <li>• Log in to The Hub</li> <li>• Select My Benefits</li> <li>• Click the Life Event tab</li> <li>• Complete the required/requested information and upload supporting documentation to validate dependent eligibility</li> </ul> <p>Note: Life events are not the same as annual enrollment, and not all changes to coverages are permissible. If you are unsure or need help, call the Employee Contact Center at 844-843-6363.</p>
<p><b>AHRP</b></p>	<p>Although AHRP reps are not meeting with team members face-to-face at this time, team members may still request a phone meeting online at <a href="https://www.ahrp.com">AHRP.com</a>. On the welcome page, there is a tile called "Meet with an AHRP Representative" and on the following page under "Schedule an Appointment," there is a link to "Visit Scheduler." This allows team members to select their employer location and desired time for the phone meeting. Employees can also process basic requests online, such as increasing/decreasing contribution rates, requesting loans, changing beneficiaries, changing asset allocation, etc. Note: If team members choose to call the AHRP call center at 800-730-2477, hold times are currently at four hours. If an team member calls during the morning hours, they are provided with the option to request a callback later in the day. If they call in the afternoon, no callback option is provided. Therefore, the website is the most efficient path for those who know exactly what changes they want to make to their accounts. Also, requests to meet with a rep <u>cannot</u> be scheduled via the AHRP Client Service center number.</p>
<p><b>Rx Plus</b></p>	<p>Rx Plus continues to be open and filling prescriptions. In response to increased volume, Rx Plus is allowing team members to complete prescription fills at a local retail pharmacy for prescriptions that Rx Plus is not currently filling (up to a 30-day supply). To expedite requests, please visit <a href="https://www.MyAdventHealthRx.com">MyAdventHealthRx.com</a></p> <p>You may also call 866-943-4535; however, wait times may be longer than usual. For team members who currently require a specialty medical refill, please contact Rx Plus Specialty team direct at this email address: <a href="mailto:ahs.rxp.specialty@adventhealth.com">ahs.rxp.specialty@adventhealth.com</a></p>
<p><b>Prescription Delivery</b></p>	<p>The following prescription services are available nationwide. Please visit their individual websites to confirm their service areas:</p> <ul style="list-style-type: none"> <li>• CVS Prescription Delivery</li> <li>• Walgreens Prescription Delivery</li> <li>• Kmart Prescription Delivery</li> <li>• Walmart Prescription Delivery</li> <li>• Wegmans Prescription Delivery</li> </ul>

# Team Member Resources

# Caring for each other

<b>NeedyMeds</b>	NeedyMeds serves as a national hub for discounts and rebates on medical supplies, prescriptions and over-the-counter medicine. This organization also connects the uninsured/underinsured to low-cost clinics for medical care. To learn more about their offerings, visit <a href="http://NeedyMeds.org">NeedyMeds.org</a> or download their app through your App store.
<b>Program</b>	<b>Description</b>
<b>COVID-19 Testing</b>	The AdventHealth Employee Health Plan is waiving the member cost for all diagnostic testing related to COVID-19 at any authorized location. This policy will cover the cost of physician-ordered testing for patients who meet CDC guidelines, which can be done in any approved laboratory location.
<b>Student Loan Relief</b>	The Department of Education announced that all borrowers with federal loans have the option to suspend payments completely for at least two months without accruing interest. Please contact your lender to discuss options and details.
<b>United Way</b>	United Way's 211 phone line operates nationwide and connects callers to human services information. This service operates 24 hours a day, seven days a week, even during disasters. Information and resources may be provided for a variety of needs, including shelter, cell phone power stations, rent/utility assistance and disaster response programs. Dial 211 from your cell phone to speak with a trained information and referral specialist. Calls are routed to service centers based on your geographic location. You may also search online for resources or find the local number for your local 211 service center by visiting <a href="http://211.org">211.org</a> .
<b>Salvation Army</b>	The Salvation Army is a Christian non-profit organization that operates nationwide. Their services include case management, rent/utility assistance, soup kitchens and food banks. To locate the Salvation Army closest to you, visit <a href="http://SalvationArmyUSA.org">SalvationArmyUSA.org</a> .
<b>Temporary Housing Options</b>	<ul style="list-style-type: none"> <li>• Hotels <a href="http://Hotels.com">Hotels.com</a></li> <li>• Airbnb <a href="http://Airbnb.com">Airbnb.com</a></li> <li>• Vacation Rental by Owner (VRBO) <a href="http://VRBO.com">VRBO.com</a></li> <li>• Corporate housing, which is already furnished, using sites such as <a href="http://CorporateHousing.com">CorporateHousing.com</a> or <a href="http://CHBO.com">CHBO.com</a> (Corporate Housing by Owner)</li> <li>• Local realty companies who may assist with finding short-term rentals/leases. You can locate realtors on <a href="http://Realtor.com">Realtor.com</a></li> <li>• Housing locator websites such as:             <ul style="list-style-type: none"> <li>○ <a href="http://Trulia.com">Trulia.com</a></li> <li>○ <a href="http://Zillow.com">Zillow.com</a></li> <li>○ <a href="http://Sublet.com">Sublet.com</a></li> </ul> </li> </ul>