

Updated March 18, 2020



COVID-19 Benefits Updates

The following notice provides updates, schedule changes and other information from HII's benefit vendors related to the Coronavirus COVID-19.

CVS Health updates to prescription refills and delivery: CVS Health announced it has made the following changes to its prescription policies in response to COVID-19:

- Waived early refill limits on 30-day prescriptions for maintenance medications at any in-network pharmacy
- Waived charge for home delivery of all prescription medications

Teladoc COVID-19 care: In an abundance of caution, all patients who call into Teladoc will be screened for COVID-19 risk factors per the CDC's guidelines. Teladoc physicians will request a detailed travel and contact history to assess a patient's COVID-19 risk. If a patient presents symptoms consistent with COVID-19, Teladoc physicians will help guide patients to the next step for care and testing as appropriate. If a patient's symptoms and risk factors are compatible with COVID-19, Teladoc will contact the appropriate public health department in accordance with local reporting requirements. The public health department may then contact the patient directly to initiate diagnostic testing and address self-monitoring and quarantine actions as necessary. If a patient contacts Teladoc and asks to be tested for COVID-19, Teladoc will advise the individual to call a local health care provider or their state's public health hotline to verify test availability. Teladoc will also advise patients to call doctors' offices before arriving in person so the office can direct them appropriately and minimize potential exposure.

Information for HII Family Health Center patients: To minimize potential exposure, the HII Family Health Centers have instructed patients to call to schedule an appointment before visiting the health center. The online appointment scheduling tool has been disabled at this time. The health centers are also rescheduling all non-acute in-person appointments, including wellness and condition management appointments. QuadMed will contact patients regarding rescheduling or telephonic appointment options.

To make an appointment, please call the health center near you:

- Gautier, Mississippi health center: (228) 205-7700
- Newport News, Virginia health center: (757) 327-4200

The Family Health Centers, onsite CVS Pharmacies and Family Vision Centers are operating under normal hours at this time. The vision center in Gautier is rescheduling vision exams, but the retail store is still open. Additionally, all QuadMed-sponsored wellness activities, fitness classes and the Ingalls FitCenter have been suspended until further notice.

Information for Onsite Dental patients: In accordance with recommendations from the National Dental Association, HII's Onsite Dental clinics in Newport News, Virginia and Gautier, Mississippi have closed. Staff at each location will contact patients and reschedule accordingly. Appointments will be available for emergencies only.

Updated March 18, 2020

Know Your Numbers program extension: As of March 16, QuadMed's BeWell for Life team has suspended all onsite Know Your Numbers health screening events. Employees eligible for the program can use and submit the health screening form found on QuadMed's Wellness Online portal to meet that requirement. To accommodate employees completing the form, HII has extended the program deadline from March 31 to April 30.

Stress and anxiety resources: The threat and precautionary measures taken for COVID-19 may cause stress and anxiety, especially for individuals who are vulnerable to the virus or have loved ones vulnerable to the virus. HERO: HII Employees Reach Out offers free telephonic counseling and online resources to all HII employees and their dependents and household family members. Call 1-855-400-9185 24/7/365 to speak to a HERO representative, or visit www.hiihero.com and use code "Huntington Ingalls" for coping strategies and more.

Resources and referrals for parents:

- The CDC website includes a [checklist](#) to help parents plan and prepare for COVID-19 disruptions.
- HERO offers free referrals for child care services nationwide for all HII employees and their families. HERO's representatives and website can connect you with a list of local child care providers. Employees and their families are encouraged to call the HERO phone line for an emailed list of providers that are available. Due to high volume of requests, though, turnaround time for confirmed lists could be a few days. Employees and their families can also visit www.hiihero.com (code "Huntington Ingalls") and use the Child Care Provider Locator tool to search providers by zip code. Note that some child care providers have closed due to COVID-19.