

Accessing Healthcare

Coronavirus (COVID-19)

Amid the growing concerns about the spread of the COVID-19 in communities across the country, NDNU is committed to keeping its employees informed regarding the latest developments with the coverage and access to care associated with diagnosing and treating the illness through NDNU's health plans.

Employees and covered family members under NDNU's Blue Shield and Kaiser health plans have several options when seeking care aside from the traditional office visit.

Nurseline

The nurseline/telephonic health support can be your first access point for seeking medical advice and discussing your symptoms. This service is available 24/7 at no cost.

For **Blue Shield** members:

877-304-0504

For **Kaiser** members:

866-454-8855

You can also seek guidance via phone by utilizing the after hours line if your Primary Care Physician offers this service.

Telehealth

Telehealth is recommended when possible and appropriate for your situation. The use of telehealth/virtual visits can help prevent spreading the virus or other illnesses.

For Blue Shield members, visit teladoc.com/bsc. You will need to setup your account if you have never used the service. The cost is \$40 if you have not met your deductible or \$5 after you have met the deductible. You can use your HRA dollars to pay for this service prior to the deductible.

For Kaiser members, login to your Kaiser member portal at kp.org for access. The service is no cost even if you have not met your deductible.

COVID-19 Screening Test

If your treating physician requests the COVID-19 test due to your condition/symptoms, the test will be covered at no cost to you.

The plan deductible, copays and coinsurance do not apply under both Blue Shield and Kaiser plans.

The situation is currently changing very rapidly. We will keep our employees informed with any new developments regarding coverage under our health plans for services related to COVID-19.

***Employee Assistance Program (EAP):

We understand these times of uncertainty can bring some anxiety and stress to employees and their family members. Our EAP from Mutual of Omaha offers you and your family personal and confidential counseling services **24 hours a day, 7 days a week**.

Call 1-800-316-2796 for assistance. Translators are available if needed.