



COVID-19: Benefits Department Check-In

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As trustaff's most valued asset, your health, safety, and well-being are our top priority. If you are enrolled in trustaff's group medical and/or disability plans, we want to ensure that you have as much information as possible, directly at your fingertips. Below is the most up-to-date information regarding our health plans including contact information.

United Healthcare (medical provider) Resources:

Website: www.myuhc.com

To register, you just need your SSN and zip code. If you've already registered and cannot remember login information, follow the instructions on the login screen.

United Healthcare app (available for download) -- *STRONGLY RECOMMENDED*

Accessing your ID cards

You may print your ID card from the website or access them through the United Healthcare app

Member Services #1-866-317-6361 or #1-833-760-7892

- Providers may call #1-877-842-3210 to verify coverage
- Pharmacists may call #1-888-290-5416 to verify coverage

Virtual Visits

Sign into myuhc.com and click on Virtual Visits. Plan co-pays and deductibles may still apply.

Teladoc- Visit teladoc.com or #1-800-835-2362 or download the Teladoc app.

If you are experiencing symptoms associated with COVID-19 (Coronavirus), contact Teladoc to speak with a doctor who can evaluate your risk and help with next steps. The app may also be used for general physical and mental health related support to speak with a doctor 24/7.

Cigna (disability provider) Resources:

In response to the COVID-19 outbreak, Cigna has created a **24 hour hotline** for all calls related to COVID: physical and mental health support, as well as Cigna policy support:

#1-866-912-1684

If you wish to file a short term disability claim, please call #1-888-842-4462.

Symptoms and illness will be evaluated against the terms and conditions of the policy, per usual.



During this time, our Benefits Department, as well as our insurance providers, are experiencing unusually high call volumes. For any questions pertaining to your medical, dental, vision, short or long term disability, please email benefits@trustaff.com, if you are unable to get an answer using the above resources.

We are here to help you and in order to expedite help, please first exhaust the above information before reaching out to our internal benefits team. *For example, you can access your medical ID card with the above instructions.*

Our department has extended hours to accommodate your needs, so please ensure you are using benefits@trustaff.com.

Mental Health Resources:

During this crisis, we have never been more appreciative of your service and your dedication to taking care of others. At the same time, we understand that this time has been very stressful for you and your family. We want to ensure that you are aware of all resources available to you for not just your physical health but also your mental health.

Both United Healthcare and Cigna have helplines available 24 hours a day, 7 days a week. Please note: You do not have to be signed up for one of trustaff's benefits plans to use these resources. They are available to all trustaff employees regardless of your insurance provider!

United Healthcare Emotional Support Line
#1-866-342-6892

Cigna 24-hour Helpline
#1-866-912-1687

As a healthcare worker, your nature is to take care of others. However, we strongly hope you are taking time to care for yourself as well. You are our most valuable asset and deserve to be supported. Please utilize these helplines as much as you need. Now more than ever, it's important for you to have the emotional support that you need and deserve.