



SCAN ME

03/20/2020

## Weekly Spotlight: Anthem HMO/PPO LiveHealth Online No Co-Pays thru June 14, 2020



See a doctor from the comfort of your home with LiveHealth Online which brings the doctor to you! Create an account today to connect with U.S. board-certified physicians who can treat a host of common illnesses including fever, sore throat, cough, etc. over your computer or mobile device with internet access, 24 hours a day, 7 days a week.

With co-pays suspended until June 14, 2020, take advantage of this resource today! Spanish speaking physicians, psychiatrists, psychologists, and pediatricians available.

Please know that due to COVID-19, wait times are more than usual. LiveHealth Online is increasing physician availability to handle the increase in patients while maintaining reasonable wait times.

## Employee Self-Care Awareness

These past few weeks have been challenging and are compounded by daily developments related to the Coronavirus pandemic. Workwise, assignments are being reprioritized or changed, and all of us are tasked with looking at different ways to complete work in accordance with social distancing, which is a new concept for the workplace. But somehow we are all rising to the occasion. Personally, some of us are challenged with caring for aging parents and underage children, and most of us have seen first-hand the difficulty of securing essential items for the home from both large and small retailers in such a time as this.

Bottomline, despite these challenges, it's okay to feel uncertain or anxious during critical times like these. And while you have made many sacrifices to fulfill the needs of others, it is important that you learn or practice self-care in the days to come. No doubt, the work you do is important to the City. But you are equally important to the City as well, and it is important that you take good care of yourself. How? Get to know the Benefits that you have access to as a City employee. If you have a chronic condition or are pregnant, for example, sign up for Anthem's Condition Care or Future Moms programs - they are free. We have other programs as well - check out the Benefits Overview booklet.

For the times that you feel anxious, stressed, or uncertain about what is going in the world, in your world, remember the City has a suite of services with you in mind.

Continue to prevail through these times of uncertainty. Remember, you owe it to YOU to take care of yourself.

Take care and stay healthy!

## Anthem COVID-19 Testing

Don't worry — if your doctor orders a coronavirus test, your Anthem HMO/PPO health plan will cover the cost for the test and the doctor visit, and you won't have any cost sharing for it. Anthem is waiving these costs for all members insured under the City's health plan.

## CalPERS COVID-19 Update

Access myCalPERS, or call the Contact Center at 888 CalPERS (or 888-225-7377) to conduct business and get questions answered about your retirement benefits.

In-person, one-on-one sessions with CalPERS retirement experts have been temporarily suspended. If you want to schedule a telephone appointment in the future, call during business hours at 888 CalPERS.

## CDC Household Plan of Action

The CDC recommends you create a household plan of action to help household members plan for community transmission of COVID-19 in the United States. Get to know your neighbors, create an emergency contact list, identify aid organizations in your community, and talk with the people who may need to be included in your plan.

**EMPLOYEE UPDATES  
COVID-19****03/20/2020****CVS Pharmacy Home Delivery**

CVS Pharmacy is waiving all charges for home delivery of any prescription medication. This is a convenient option to avoid going to the pharmacy for refills or new prescriptions.

Through the CVS Caremark app, you can refill prescriptions, look up medications and access your ID card—all at your fingertips. Download the app today!

**Working from Home**

During this emergency situation, we understand that Departments are making decisions on who may be eligible to work from home. TID is sharing a few tools that will make working from home easier. Please visit [www.longbeach.gov/hr/covid-19/working-from-home](http://www.longbeach.gov/hr/covid-19/working-from-home) for more information.

**ICMA-RC**

With the recent market fluctuations surrounding COVID-19, it is important to remember that market movement can often include sudden, temporary declines.

To achieve your goals, it is important to remain committed to your long-term investing plan amid news that can sometimes be unpleasant. A sound approach is to remember that market fluctuations are normal. Maintain perspective and long-term discipline by trying to focus on what is within your control, like saving more.

Tisha Neal, our dedicated on-site ICMA-RC representative remains available to you through phone or video conference (WebEx) appointments. If you have questions about your account, or need to request a transaction, please contact Tisha today!



**If you are sick, stay home! If you are sick, stay home!** Please keep in mind that co-workers and members of the public may suffer from underlying medical conditions that can be complicated by exposure to respiratory illnesses such as COVID-19.

Visit [www.longbeach.gov/hr/covid-19](http://www.longbeach.gov/hr/covid-19)

**City Employee Travel**

In a proactive effort to minimize COVID-19 exposure, commencing immediately, and until further notice, all non-essential, new or pre-approved business travel by City employees is prohibited to all destinations, domestic and foreign.

Waiver of this policy is only provided by written approval from the City Manager. The waiver is essentially a “statement of urgency” on a travel request (memo to the City Manager), stating why the travel is critical for the employee and/or City operations.

Pre-approved travel requests will need to be resubmitted, to include the statement of urgency, for City Manager consideration. Each travel request will be reviewed on a case by case basis.

For cancellations, the employee is responsible for contacting any vendors to request a refund. Final travel reimbursement must include refund documentation.

Employees who have incurred out of pocket expenses due to cancellations of business travel will be reimbursed by the City. Please submit reimbursement requests through your department’s normal process.

This policy directive applies to City Manager Departments. Non-City Manager Departments are requested to comply with this directive or create their own process for screening travel.

**Email Schemes**

Due to the COVID-19 emergency, those using the internet and email to access work may be targeted in scams such as credential phishing, malicious attachments (like fake voicemails), malicious links, business email compromise (BEC), spam, and malware. Additionally, hackers may pose as Help Desk employees via telephone or email, claiming to help remote workers or students walk through work or school protocols.

Please be cautious when sharing personal or work information, and when responding to emails. Do not click on links from sources you don't know and do not provide information to unsolicited callers.