

# COVID-19

## How Your HCA Healthcare Benefits Can Help



### If you test positive for COVID-19 and are covered under Mission's applicable benefits:

**Employee Assistance Program:** As a caretaker, stress during public health emergencies is very common. However, natural stress can turn into anxiety or depression. Our Employee Assistance Program (EAP), administered by Employee Assistance Network of North Carolina, offers support and counseling services through virtual and telephonic sessions for all employees and members of your family. **If you have symptoms of or have been in contact with someone who has a cold, flu or the Coronavirus, that you please refrain from coming to our offices and that you contact our office to set up a secure video session.** You can access the EAP through a HIPAA-secure video on your computer, phone or tablet. To schedule an appointment, call 828-252-5725 or 800-454-1477. You can also visit <https://www.eannc.com> for more information. Office hours will be limited during this time.

**The Mission Virtual Clinic (MVC):** Open from 7 am-11 pm. This option is ideal for western North Carolina citizens because it is convenient and helps maintain social distancing, a key method to reduce the coronavirus spread. We cover an array of different illnesses remotely ([click here for a full list](#)). If you access the MVC after 11 pm, you will still be allowed to complete the virtual visit; however, you won't receive a provider response until after 7 am the next day.

- On the MissionCare Plan (MCP), your net cost for this visit is \$15.
- On the Health Savings Plan (HSP), you'll pay 100% of the cost for visits until you meet the deductible, and then coinsurance will apply.
- Team members not covered by a Mission Health Plan will pay 100% of the cost of this visit \$25 (which you may file with any other insurance you have)

**Mission WorkWell (Telehealth):** You can contact WorkWell if you have questions about your situation by calling 828-213-9600. If you have symptoms of COVID-19, please visit your primary care provider or MyCareNow. WorkWell is continuing to see sick visits not related to COVID-19 at all telehealth locations. To schedule an appointment, please call 828-213-9600, and select option 1. Appointments are strongly encouraged.

- **If you're covered by a Mission Health Plan:**
  - On the MissionCare Plan (MCP), you'll pay \$20 per visit.
  - On the Health Savings Plan (HSP), you'll pay \$35 per visit.
- Team members not covered by a Mission Health Plan will pay \$35 per visit.

**Pharmacy Benefits:** Under Mission's Health Plans, Members can refill their maintenance medications early to ensure they have an uninterrupted supply of medication during the COVID-19 threat. Remember all maintenance medications require mail-order through Mission MailOrder for individuals who reside in North Carolina. Phone 828-257-7057

**Paid Time Off (PTO):** Regular guidelines for PTO apply.

**Leave of Absence (LOA):** Employees who develop symptoms should contact their supervisor and should contact the Time Away From Work (TAFW) Service Center if they will be absent for four (4) or more days. Employees may be eligible for short-term disability benefits\* if they meet the definition of disability. Employees can reach the TAFW Service Center by calling 855-858-7557. If an employee is absent from work to care for a family member who has COVID-19, they may be eligible for FMLA. Employees can reach TAFW Service Center by calling 855-858-7557.

- **COVID-19 Testing:** Testing will be covered 100% for individuals covered under Mission Health Plans at network providers (MissionCare Plan and the Health Savings Plan).

**Disability (Aflac):** If you are covered under Mission's plan and **test positive** for COVID-19 and that results in quarantine, you may be eligible for Disability benefits through Aflac. There is a 14 day waiting period before disability benefits begin. Claims can be submitted by calling **1-888-862-4437**.

- If you're quarantined and **unable to work**, you are considered Totally or Partially disabled during the period of medically required confinement.
- If you're quarantined by your symptoms allow you to perform work duties from home, you would generally **not** be considered Totally or Partially Disabled and will be considered Actively at Work.

**Accident Insurance and Critical Illness Plan (Voluntary Aflac Plans):** If you are covered under Mission's plans and have a COVID-19 Test, you are eligible for \$50. Select "biometric screening" on the claim form.

**Hospital Indemnity Plan (Voluntary Aflac Plan):** If you are covered under Mission's plan, the regular plan benefits would apply with a positive, confirmed diagnosis.