

COVID-19 Resources for Employees

COVID-19 SCOOP



**The following documents contain an overview
of COVID-19 resources and benefits for CTA
Employees**

Cigna Employee Assistance Program

**Available to all
employees**
Cigna Employee Assistance
and Work /Life Support
Program



Help is only a phone call away!

With Cigna EAP you can get help with things like:

- Parenting Care
- Childcare
- Eldercare
- Pet Care
- Legal consultation
- Financial consultation
- Emotional Well-being
- Daily Living Needs

Call:
1-888-371-1125

Visit:
www.myCigna.com

Employer ID:
CTA

Employee Assistance Program Resources & Links

CORONAVIRUS



We're here to help – anytime, anywhere

During times like these, many may experience feelings that can become overwhelming. That's why Cigna is providing resources free of charge for all customers, clients, and communities to help manage high stress and anxiety.

Cigna has opened a 24-hour toll-free help line to connect people directly with qualified clinicians who can provide support and guidance.

For support, call 1-855-287-8400

Cigna OnDemand Online EAPs Related to COVID-19

We can all face challenges as we try to reduce stress, find balance, and be our best selves at work and in our personal lives. Please visit the website below for:

- Wellness Seminars
- Live webcast

www.cigna.com/EAPWebcasts

Coronavirus (COVID-19) Resource Center

www.cigna.com/COVID19

The latest resources and information to help you navigate the Coronavirus during this time of uncertainty

Wellness, Mental Health, and Behavioral Resources

Anxiety

- Coping with the Fear of the Coronavirus
- Strategies for Coping with Uncertainty
- Managing Anxiety, Fears and Concerns

Family and Caregivers

- Cigna's Caregiver Resources

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Wellness, Mental Health, and Behavioral Resources

Grief and Loss

- Coping with the Death of a Coworker
- Anticipatory Grief and Anxiety for Employees
- Grief Reactions
- Offering Support After a Death
- Offering Support to a Child After a Death
 - Managers/HR Resources
 - Coping with the Death of an Employee
 - Anticipatory Grief and Anxiety for Managers
 - Grief and Loss at Work – Supporting Employees

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Wellness, Mental Health, and Behavioral Resources

Managing Stress

- Stress Reactions and Self-Care Strategies After a Traumatic Event

Parenting

- Finding Child Care Resources during these Challenging Times
- Reassuring Children: Coronavirus Fears and Concerns

Cigna Telehealth

Cigna Extends Enhanced Benefits, Cost Share Waiver to July 31

Extension considers the public health emergency period.

As Federal guidelines evolve in support of the COVID-19 pandemic, Cigna is adopting a position consistent with the federal public health emergency period, which ends on July 24th. As such, Cigna extended the customer cost-share waivers and other enhanced benefits through July 31st.

Extending to July 31, 2020:

- Cost share waiver for COVID-19 diagnostic testing, related visit and treatment
- Cost share waiver for Virtual medical if COVID-19 related.
- Virtual emergency dental consults are at no cost
- Extended prior authorization timeframe for elective



Cigna plans cover COVID-19 testing, office visits, and virtual health services.

Customers who visit an in-network doctor, whether at an office, urgent care clinic, or hospital setting or those accessing virtual health services for a COVID-19 test-related screening **will be covered at no cost to the customer.***

Out-of-pocket costs for the diagnostic testing, when it's recommended by a physician, are also eliminated.

*Contact CIGNA for continued no cost coverage options.



Telehealth/Virtual Health with Cigna

Virtual care visits are available 24/7/365.

Physicians are board-certified, state-licensed, and experienced in delivering high-quality medical care.

Consultations are one-on-one and completely private.

Virtual health can be less costly than Urgent Care or the Emergency Room. You can even get a prescription sent directly to your local pharmacy, if appropriate.

*Fee due at time of service.

Cigna users: To register, call or visit

- **AmwellforCigna.com 855.667.9722**
- **MDLIVEforCigna.com 888.726.3171**



Cigna Dental Telehealth

Cigna Dental Virtual Care Dentists

Helping customers access dental care without leaving home

The dentist will see you now!

How to access Cigna Dental Virtual Care

If your dentist is unable to assist with your urgent dental care need, Simply log on to your www.myCigna.com account and follow the prompt to the virtual care portal.

- Connect to the portal via your www.myCigna.com account in order to use the service without having to enter a payment method.
- Once you've entered the online portal, you will be prompted to create an account on "The TeleDentist" website.
- You will be prompted to download and install a video chat application, and then confirm if you want to see a dentist or schedule an appointment for a later time.
- When you are ready to consult with a dentist, you'll enter a virtual waiting room where a dentist will connect with you.

Note: A customer service representative will join you in the waiting room for an update.

Cigna Dental Virtual Care is available 24 hours a day, seven days a week at no additional cost to Cigna Dental customers. You must connect through to the portal via www.mycigna.com or call 1-800-997-1654



Toothaches, chipped teeth and oral infections don't care what time of day it is. But neither do the Cigna Dental Virtual Care dentists.

RUSH – COVID-19 Testing

COVID-19 Testing

In partnership with Rush University CTA employees now have access to priority COVID-19 Testing.

- Employees experiencing symptoms or signs consistent with COVID-19 can contact Rush University Medical Center to access testing.
- Symptoms Include:
 - Fever(including subjective fever and chills)
 - Cough, shortness of breath, sore throat,
 - Body aches and anosmia(loss of smell)

For this test employees must be experiencing COVID-19 symptoms to be tested and for the test to be accurate.

- If you are experiencing COVID-19 symptoms and would like to be tested you can call 888-352-RUSH - 24/7 to be screened by a Registered Nurse.
- Rush will determine whether an employee will be tested
- Testing is FREE of charge to employees and done daily
- Please notify Rush that you are a CTA employee
- If you are being tested, bring your CTA ID to the testing facility.

Both drive-through and walk-up up testing is available.

Review of Cigna Benefits

Cigna is taking a number of important actions to help protect against the spread of the virus and to help ease the financial impact associated with COVID-19 testing and treatment.

Waiving cost-sharing for COVID-19 diagnostic tests and treatment

Making it easier for customers to be treated virtually

Making it easier for patients to be transferred from hospitals

Expanding virtual care capacity

Providing supportive resources for the public to help manage anxiety, fear and stress, and to build resiliency

Offering a free, web-based interactive triage tool to assess COVID-19 risk

Concentra – Urgent Care & RTW Visit



COVID-19 Evaluation

Expanded access to Concentra Urgent Care

- Employees without CTA healthcare coverage – including apprentice can visit Concentra for COVID-19 related-illnesses at no cost.
- Employees Returning to Work – that do not have a RTW clearance from their physician can visit any Concentra Urgent Care location.
 - **Two Payment options:** 1. Present health insurance card
2. Office visit fee \$150 cash or credit
- Employees must have RTW authorization form from work location in order for Concentra to begin the RTW physical.
- To locate the nearest facility visit: www.concentra.com

CVS Pharmacy

**Reduce your risk of exposure to the virus consider
home delivery.**

You can choose home delivery, at no extra cost.



 **CVS caremark**[®]

**Get 90-day supplies
delivered by mail**

You can have your prescriptions delivered to your home or wherever you need them by CVS Caremark Mail Service Pharmacy in 90-day supplies at **no extra cost**.

To get started for you or a family member go to www.caremark.com for your options

Get 1- 2-day FREE Rx home delivery from CVS Pharmacy

CVS Pharmacy is waiving charges for home delivery of prescription medications.

Visit [CVS.com](https://www.cvs.com) to set up free 1- to 2-day Rx home delivery.



 **CVS** caremark[®]

Coronavirus (COVID19)

What is COVID-19 – commonly referred to as the coronavirus?

Coronaviruses are a family of viruses found in humans and animals. Some can infect humans and are known to cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most recently discovered coronavirus causes coronavirus disease COVID-19.

How to protect yourself and prevent COVID-19

Can COVID-19 be prevented?

What can I do to protect myself?

There is currently no vaccine to prevent COVID-19. The best way to prevent infection is to avoid exposure. The Center for Disease Control (CDC) recommends everyday preventive actions to help prevent the spread of respiratory viruses, including:

- Wash hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer of at least 60% alcohol
- Avoid touching your eyes, nose, and mouth
- Avoid close contact with people who are sick
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Clean and disinfect frequently touched objects and surface

For more information visit the Center for Disease Control at www.cdc.gov



What can I do to protect myself and prevent the spread of COVID-19?



Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.



Social distancing slows down the outbreak. When possible, avoid gatherings of people and maintain distance of 6 feet from others.



Avoid touching eyes, nose and mouth.



If you have a fever, cough and difficulty breathing, seek medical attention and call in advance.



Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.



Crowded travel settings, like airports, may increase your risk of exposure to COVID-19. Avoid traveling – especially if you are an older person or have diabetes, heart or lung disease.

How do I practice social distancing?

The CDC defines **social distancing** as it applies to COVID -19 as remaining out of congregated settings, avoiding mass gatherings, and maintaining distance (approximately 6ft) from others when possible.

No hugs. No handshakes. Be mindful when interacting with others!

Try going for a walk or self fulfillment (reading a book or watching a movie on your phone). It's particularly important- and perhaps obvious- to maintain that same 6 foot distance from anyone who is demonstrating signs of illness including coughing, sneezing, or fever.



For more information go to
Center for Disease Control

www.cdc.gov

Illinois Department of Public Health

www.dph.illinois.gov

Chicago Department of Public Health

www.chicago.gov



Workplace Health and Safety Guidance for Employees and Staff of Businesses

May 4, 2020

Practice Social Distancing

Pursuant to Executive Order 2020-32 (Stay at Home Order), your employer must comply, to the greatest extent feasible, with **social distancing requirements**. This means that your employer should:

- Make sure that you can maintain **at least 6 feet of physical separation** between yourself and others around you, including your co-workers and customers.
- Mark with **signage or tape** 6-foot spacing for employees and customers to maintain appropriate distance from one another.
- **Provide face coverings** to employees, especially when it is not possible to maintain at least 6 feet of space between you and another person.
- Provide **handwashing stations** with soap, clean water, and single use paper towels and encourage frequent handwashing for 20 seconds or longer.
- **Provide hand sanitizer (with at least 60% alcohol) & sanitizing products** for employees and customers.
- **Regularly clean** high-touch surfaces including doorknobs, light switches, shared equipment, toilet handles, sink faucets, and clock in/out areas.

Do Not Work if You Are Sick

You should not report to work if you are experiencing symptoms of Coronavirus Disease (COVID-19), including fever (100.4° or above), cough, shortness of breath, sore throat, chest tightness, extreme fatigue, loss of sense of taste or smell, diarrhea, muscle aches, or headaches.

If you are experiencing any of these symptoms, stay home and call your doctor.

Who You Can Contact if You Have Concerns About Social Distancing in Your Workplace

If you have concerns that your employer is not allowing for safe social distancing or that it is not maintaining a safe and sanitary work environment to minimize the risk of spread of COVID-19, please contact the Workplace Rights Bureau of the Illinois Attorney General's Office at 844-740-5076 or workplacerrights@atg.state.il.us.

If you believe that two or more employees at your workplace have COVID-19, please notify your local public health department. A list of local health departments can be found here:

http://www.idph.state.il.us/IDPHPrograms/v_LHDDirectory/Show-V-LHDDirectory-Public.aspx.

Pursuant to Section 25(b) of the Whistleblower Protection Act, 740 ILCS 174, businesses are prohibited from retaliating against an employee for disclosing information when the employee has reasonable cause to believe that the information discloses a violation of a state or federal law, rule, or regulation.

For more information about COVID-19, including ways to protect yourself and others, visit the Illinois Department of Public Health's COVID-19 website: <https://www.dph.illinois.gov/covid19>.

Do's and Don'ts of Social Distancing

Don't

- Congregate in the break room 
- Gather around the water cooler
- Greet others with hugs and handshakes
- Play games that require you to touch playing pieces (cards, dominoes, etc.) 

Instead, Do

- Stay 6 feet away from others whenever possible
- Go for a walk, maintaining 6 feet of separation between you and others
- Greet others with waves, head nods, foot taps, or other gestures that don't require touching
- Try virtual games and apps that let you play together, but separately

STAYING SAFE



- Stay **home**, especially if you are over age 60 and/or have a health condition
- If you do go out,
 - Keep a **6 foot** distance from others
 - Be careful about touching your **face** after touching doorknobs, elevator buttons, hard surface handles, grocery carts, etc.
 - Use **smiles**, **elbow** and **foot** bumps instead of hugs and handshakes

Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Clean Hands Save Lives

Did you know that up to 80% of infectious diseases are transmitted through our hands? Handwashing is so powerful it's called the do-it-yourself vaccination.

CDC data on handwashing reveals it can prevent:

- 1 in 5 cases of cold/flu
- 1 in 3 cases of intestinal illness
- Up to 1 million deaths globally

If soap and water are not available, use a 60% alcohol-based hand rub. Let's all take the time to properly wash our hands as there is no doubt that clean hands save lives.



The Art of Handwashing

Proper handwashing greatly reduces the spread of illness. Here's how to make your trip to the sink count:

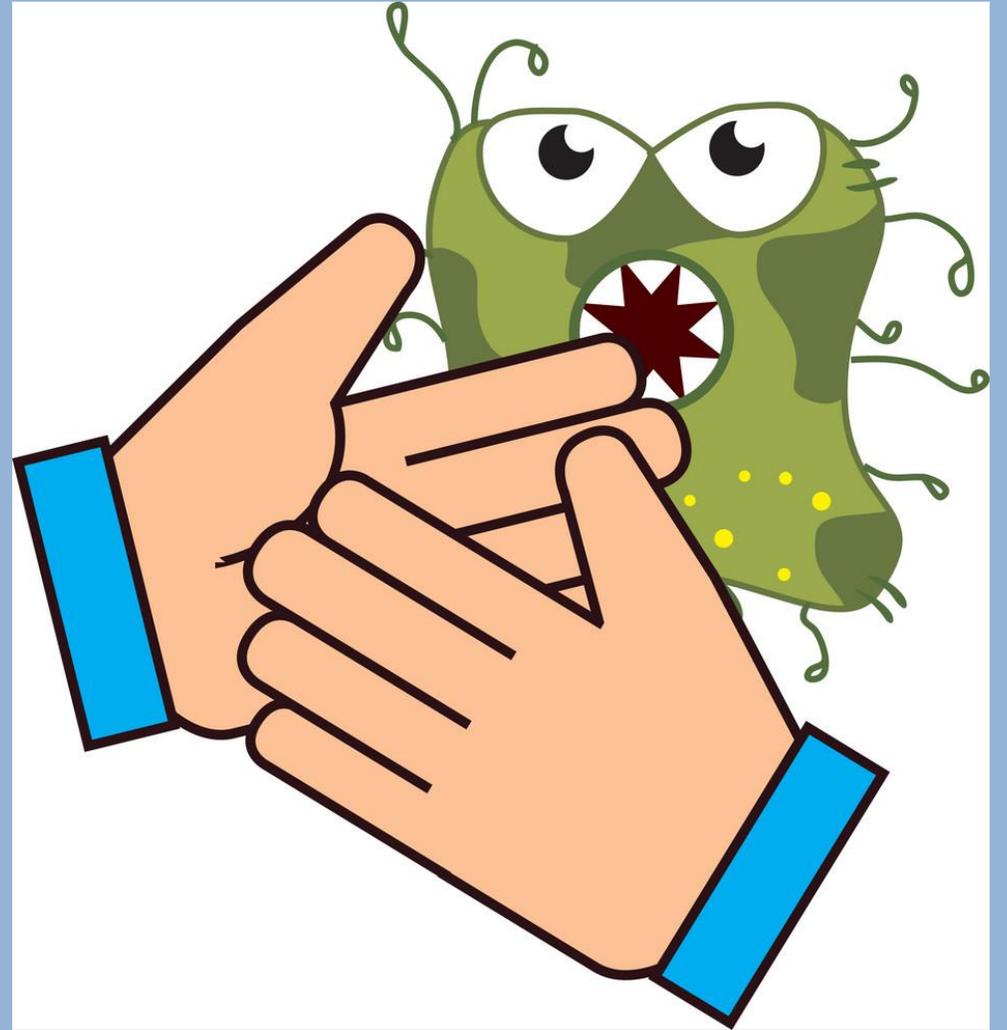
- **Wet** hands with water and apply soap
- **Lather** by spreading soap over the whole hand
- **Scrub** hands for at least 20 seconds. Hum the Happy Birthday song twice (silently)
- **Rinse** hands under clean, running water
- **Dry** your hands completely with a clean towel or air-dryer



Strategies to Stay Well

Use the following time-tested strategies to reduce the risk of picking up or spreading germs.

1. **Clean and disinfect frequently touched objects**
2. **Cover coughs and sneezes with a tissue or your sleeve** (throw away the used tissue)
3. **Stay at home when you're sick**
4. **Avoid close contact with people who are sick**
5. **Avoid touching the T-Zone** (an area on the face including the eyes, nose, and mouth)



Symptoms of COVID-19

Assess Your Coronavirus (COVID-19) Risk

www.cigna.com/coronavirus

- Hover over Check Your Symptoms and Risk for COVID-19
- You will be prompted to log-in into your myCigna account
- Once logged into your myCigna account the following will appear top of page “**Assess Your Coronavirus (COVID-19) Risk - Check your symptoms, find a testing site, and see what other resources Cigna is providing to support our customers.**
- Select **Learn more** to begin the assessment

If you do not have a myCigna account you can check your symptoms on the Centers for Disease Control (CDC) website.

Please visit: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

**STAY UP-TO-DATE
COVID-19 Information**

THE DOC IS IN: Ask Dr. Arwady Daily at 11a.m.



As part of its ongoing efforts to provide residents with frequent and ongoing updates on Coronavirus Disease 2019 (COVID-19), the City of Chicago's Department of Public Health (CDPH) is announcing a new way for the public to engage and learn updates- a daily live-stream hosted by the City and CDPH Commissioner Allison Arwady, M.D.

Submit questions by tweeting with the hashtag **#AskDrArwady** or by commenting on the livestreams. The daily social briefings will be hosted on all of the City's social media channels.

www.facebook.com/ChicagoMayorsOffice

www.twitter.com/chicagosmayor

Up-to-Date COVID-19 Information

- **Center for Disease Control**

WWW.CDC.GOV

- **Illinois Department of Public Health**

WWW.DPH.ILLINOIS.GOV

- **City of Chicago**

WWW.CHICAGO.GOV

Review of COVID-19 Benefits and Resources

Review of COVID-19 Resources

	Websites	Telephone	Fax	Email
24/7 access to EAP Coverage visit:	www.myCigna.com	888-371-1125		
Cigna OnDemand Online EAP's addressing COVID-19	www.cigna.com/EAPWEbcasts			
Cigna Coronavirus Resource Center & COVID-19 hotline	www.cigna.com/coronavirus/	855-287-8400		
Cigna partners with two national virtual care providers - Services available 24/7/365	Amwell - medical virtual care only visit: www.amwellforcigna.com	855-667-9722		
	MDLIVE - medical and behavioral/mental health virtual care visit: www.mdliveforCigna.com	888-726-3171		
Cigna	Dental Emergencies	800-997-1654		
Rush University Medical Center - Testing for COVID-19	Access 24/7	888-352-RUSH		
Accommodation Review Committee (ARC)	www.transitchicago.com/hrbenefits	312-681-2225, Option 6	312-275-8722	ARC@transitchicago.com
HR Benefit Services	www.transitchicago.com/hrbenefits	312-681-2225, Option 3	312-275-8722	benefits@transitchicago.com
ReedGroup	www.reedgroup.com	877-CTA-2019	518-880-6902	
Leave Management	www.transitchicago.com/hrbenefits	312-681-4094	312-277-4541	
World Health Organization	www.who.int/emergencies/diseases/novel-coronavirus-2019			
Centers for Disease Control and Prevention	www.cdc.gov			
Illinois Department of Public Health	www.dph.illinois.gov/			
City of Chicago	www.chicago.gov/city/en.html			
	Locating Day Care Centers, Family Day Care Homes and Child Care Financial Assistance:			
Child Care Aware	www.childcareaware.org/resources/map/			

EMPLOYEE RIGHTS

PAID SICK LEAVE AND EXPANDED FAMILY AND MEDICAL LEAVE UNDER THE FAMILIES FIRST CORONAVIRUS RESPONSE ACT

The Families First Coronavirus Response Act (FFCRA or Act) requires certain employers to provide their employees with paid sick leave and expanded family and medical leave for specified reasons related to COVID-19. These provisions will apply from April 1, 2020 through December 31, 2020.

► PAID LEAVE ENTITLEMENTS

Generally, employers covered under the Act must provide employees:

Up to two weeks (80 hours, or a part-time employee's two-week equivalent) of paid sick leave based on the higher of their regular rate of pay, or the applicable state or Federal minimum wage, paid at:

- 100% for qualifying reasons #1-3 below, up to \$511 daily and \$5,110 total;
- $\frac{2}{3}$ for qualifying reasons #4 and 6 below, up to \$200 daily and \$2,000 total; and
- Up to 12 weeks of paid sick leave and expanded family and medical leave paid at $\frac{2}{3}$ for qualifying reason #5 below for up to \$200 daily and \$12,000 total.

A part-time employee is eligible for leave for the number of hours that the employee is normally scheduled to work over that period.

► ELIGIBLE EMPLOYEES

In general, employees of private sector employers with fewer than 500 employees, and certain public sector employers, are eligible for up to two weeks of fully or partially paid sick leave for COVID-19 related reasons (see below). *Employees who have been employed for at least 30 days prior to their leave request may be eligible for up to an additional 10 weeks of partially paid expanded family and medical leave for reason #5 below.*

► QUALIFYING REASONS FOR LEAVE RELATED TO COVID-19

An employee is entitled to take leave related to COVID-19 if the employee is unable to work, including unable to telework, because the employee:

- | | |
|---|---|
| <ol style="list-style-type: none">1. is subject to a Federal, State, or local quarantine or isolation order related to COVID-19;2. has been advised by a health care provider to self-quarantine related to COVID-19;3. is experiencing COVID-19 symptoms and is seeking a medical diagnosis;4. is caring for an individual subject to an order described in (1) or self-quarantine as described in (2); | <ol style="list-style-type: none">5. is caring for his or her child whose school or place of care is closed (or child care provider is unavailable) due to COVID-19 related reasons; or6. is experiencing any other substantially-similar condition specified by the U.S. Department of Health and Human Services. |
|---|---|

► ENFORCEMENT

The U.S. Department of Labor's Wage and Hour Division (WHD) has the authority to investigate and enforce compliance with the FFCRA. Employers may not discharge, discipline, or otherwise discriminate against any employee who lawfully takes paid sick leave or expanded family and medical leave under the FFCRA, files a complaint, or institutes a proceeding under or related to this Act. Employers in violation of the provisions of the FFCRA will be subject to penalties and enforcement by WHD.



WAGE AND HOUR DIVISION
UNITED STATES DEPARTMENT OF LABOR

For additional information
or to file a complaint:
1-866-487-9243
TTY: 1-877-889-5627
dol.gov/agencies/whd



WH1422 REV 03/20