



*Serving Employees and Retirees of School Districts in Smithtown, South Country, Three Village*

## Fall Bulletin 2020

**Notice** : Group health plans sponsored by State and local governmental employers must generally comply with Federal law requirements in title XXVII of the Public Health Service Act. However, these employers are permitted to elect to exempt a plan from the requirements listed below for any part of the plan that is "self-funded" by the employer, rather than provided through a health insurance policy. The Suffolk School Employees Health Plan has elected to exempt Suffolk School Employees Health Plan from the following requirements: Protections against having benefits for mental health and substance use disorders be subject to more restrictions than apply to medical and surgical benefits covered by the Plan. The exemption from these Federal requirements will be in effect for the plan year beginning on January 1, 2021 and ending on December 31, 2021. The election may be renewed for subsequent plan years. Please be advised, this notice should not be construed as meaning that mental health and substance use disorders are not covered by the Suffolk School Employees Health Plan. Please review the Summary Plan Description regarding the extent to which coverage is provided.

### **In this uncertain time, you're not alone.**

1. Connect with a provider using behavioral health virtual visits. Using behavioral health virtual visits, you can talk confidentially to a psychiatrist or therapist without leaving your home. These providers can evaluate and treat general mental health conditions such as depression and anxiety—and, when appropriate, prescribe medications.\* For eligible members, this may be available at no cost to you. To schedule an appointment:

- Sign in to [liveandworkwell.com](https://liveandworkwell.com).
- Select Find a Resource > virtual visits.
- Choose Get Started. You can schedule an appointment online or by phone

2. Get tools to manage possible stress and anxiety with the Sanvello app. Access clinically tested techniques, coping tools and community support to help dial down possible symptoms of stress, anxiety and depression—anytime. The Sanvello™ app gives you premium access at no cost, plus ways to relax, be present and stay focused, right at your fingertips.

## **Know the facts.**

Coronaviruses are a large family of viruses that can range from the common cold to more severe diseases. The coronavirus disease 2019, or COVID-19, is a respiratory infection that can spread from person to person. People with COVID-19 have had symptoms that include fever, cough and shortness of breath.<sup>1</sup> If you are experiencing symptoms or think you might have been exposed to COVID-19, please call your health care provider right away and ask what telehealth options they may have to meet virtually.

## **Moderate your media intake.**

Limiting your media intake to credible resources such as the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) can help you stay informed and prepared—and help you avoid untrue myths that may make you more anxious.

## **Follow health and safety recommendations.**

The WHO and CDC suggest a number of ways to protect yourself and others, including social distancing, hand-washing with soap and water for at least 20 seconds and avoiding touching your face.

## **Practice being mindful.**

Try to be present with your thoughts. Ask yourself if your thinking is based on fact or induced by anxiety—knowing the difference can help you relieve stress and find comfort. Staying connected is important,

too, so talk to friends and family about how you're feeling.

**As the COVID-19 situation continues to evolve, we're here for you. Visit [myuhc.com/covid](https://myuhc.com/covid) to keep up to date and informed.**

**Please be on the lookout for a mental health webex hosted by UnitedHealthcare.**

## **Health Advocate**

Our Personal Health Advocates can answer questions about your health plan, explain insurance jargon, help you understand your coverage, find doctors and support all medical and insurance issues, no matter how complex.

### **Help you understand your benefits**

We will answer questions about your benefits and coverage, including medical, prescription, dental and vision.

### **Explain your share of the costs**

This includes the deductibles you have to meet before the insurance pays, as well as the copays/ coinsurance for doctor and medical visits.

### **Confirm your doctors' network status**

We can help locate in-network providers and explain your out-of-network benefits, if needed.

### **Clarify health conditions**

We can answer questions about diagnoses and treatments and research the latest treatment options. Coordinate care and services Our clinical team will help coordinate services relating to all aspects of your care.

### **Arrange second opinions**

We'll connect you with the right specialists and coordinate the transfer of medical records.

### **Help to make informed decisions**

We help you become informed about test results, treatment options and medications, and more.

### **Resolve claims and billing issues**

We'll work on your behalf to resolve complicated medical claims and billing issues.

### **Help on the go**

Quickly reach us any time you like — by phone, email and secure messaging. Easy access to our website and mobile app access to our website and mobile app for articles, tips, tools and more!

## **World-Class Cancer Care, No Matter Where You Live**

Receiving a cancer care diagnosis can be overwhelming. Getting the best cancer care shouldn't be. SSEHP has partnered with Memorial Sloan Kettering Cancer Center (MSK), one of the top two cancer hospitals in the nation, to offer MSK Direct. MSK Direct will guide you and your family members to expert cancer care and provide practical and emotional support, no matter

where you live. Contact MSK Direct if you or a family member has been diagnosed with cancer, has been told by a doctor there is a suspicion of cancer, or would like to discuss treatment options.

### **If treatment at MSK is the best option, our expert and compassionate team will:**

- Schedule an initial in-person or virtual appointment at your convenience, as quickly as within two days
- Gather all necessary medical records
- Meet you at the first appointment to provide support, logistical assistance, and introductions to your clinical team
- Remain a resource throughout your course of care at MSK

### **If you are unable to receive care at an MSK facility and MSK Remote Guidance is the best option for you, an MSK Oncology Nurse will assist you with the following throughout the course of your care:**

- Providing a definitive diagnosis from subspecialized pathologists and radiologists, based on tissue samples, original imaging, and genetic testing (when clinically appropriate)
- Recommending the best hospitals based on your specific cancer close to where you live, using a methodology only available from MSK
- Delivering a treatment plan developed by a team of subspecialized MSK medical, surgical, and radiation oncologists, identifying any potentially beneficial clinical trials nationally
- Ongoing collaboration between MSK doctors and your local doctor, with video

consultations throughout the course of  
your care

**MSK is considered an in-network facility  
for the SSEHP and MSK Remote Guidance  
is a covered benefit for SSEHP  
members. To get started with MSK Direct,  
call the dedicated phone line for SSEHP at:  
833-825-4563.**