



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

Summer Bulletin 2020

ANNUAL STATEMENT OF THE SUFFOLK SCHOOL EMPLOYEES HEALTH PLAN FOR THE FISCAL YEAR ENDED DECEMBER 31, 2019

Included in this Bulletin is a condensed summary of the annual financial report that has been filed with the NYS Insurance Department. Please refer to the enclosed document for the details regarding Suffolk School Employees Health Plan.

COVID-19

As COVID-19 continues to impact us all, you may be feeling more stress and anxiety than usual — and you may have more questions for which there are no clear answers just yet. Whether you're taking care of yourself and your family, UHC is here with emotional support to help you manage coronavirus anxiety at home and work.

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. 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, handwashing 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.

Virtual Visits

Virtual Visits might be your cheapest and most convenient option.

See a doctor whenever, wherever with a Virtual Visit at no cost to you. Virtual Visits allow you to see and talk to a doctor via your mobile device or computer 24/7, no appointment needed. The doctor can give you a diagnosis and prescription if needed.

First time users will need to register an account to get started. The registration process gathers and stores your medical history, PCP contact information, pharmacy preferences, and insurance information. Registration can be done on the [UHC website](#) or through the Health4Me phone application (free in the app store). Once your account is created, a Virtual Visit is only a few clicks away.

Virtual Visits, telehealth visits (visits with your own provider over the phone or virtually), Tele mental (visits with a mental health provider over the phone or virtually) visits and all treatment for COVID-19 will continue to be covered at 100% with no cost share through July 24, 2020.

UnitedHealth Premium Doctors

The UnitedHealth Premium program makes it easy for you to find doctors who meet benchmarks based on national standards for quality and local market cost efficiency.

The program evaluates physicians in various specialties using evidence-based medicine and national standardized measures to help you locate quality and cost-efficient providers.

Look for the Tier 1 symbol when looking for a primary care physician or specialist on [myuhc.com](#)® or our Health4Me® app.

A note of reminder when choosing a provider, the copay is \$25 for a premium Specialist provider and \$50 for a non-premium specialist UHC provider. OON providers will be subject to deductible and coinsurance.

You have received a new ID card with the updated copays for 7/1/2020.

United Healthcare Hearing

Over the past few months, it's become more important than ever to remain connected to family, friends and co-workers. Treating your hearing loss can help boost relationships and improve your overall quality of life. UnitedHealthcare Hearing can help you find the care, resources and support you need to improve your hearing and hear life to the fullest. Ready to treat your hearing loss? Just follow these 3 simple steps to learn more. Visit [UHChearing.com/screener](#) to take an online hearing screener, search for a UnitedHealthcare Hearing network provider and request an appointment—all right there on the website.

See a UnitedHealthcare Hearing provider to get your hearing tested and order hearing aids.

Receive hearing aids in person from your provider or through home delivery in 5-10 business days.

For more information, please see the enclosed flyer or visit **UHChearing.com**.

You can also call 1-866-926-6632, TTY 711, 8 a.m. to 8 p.m. CT, Monday through Friday.

MSK Direct – Cancer Support

The Suffolk School Employees Health Plan has partnered with Memorial Sloan Kettering Cancer Center (MSK) to provide guided access to exceptional cancer care. The MSK Direct team of care advisors, nurses, and social workers are available to assist SSEHP members and their families who may be impacted by a cancer diagnosis or a suspicion of cancer. The MSK Direct team will provide assistance with the following:

- scheduling an initial appointment with MSK physicians, as soon as clinically appropriate
- helping gather necessary medical records prior to the first appointment
- facilitating an MSK Remote Second Opinion service for patients who are unable to travel to MSK—a covered benefit for SSEHP members and dependents
- recommending a local facility if the patient lives far from MSK and prefers to be treated closer to home

At MSK, we've put in place the strictest safety measures to ensure that our patients continue to receive world-class cancer care

in the safest environment possible. If you or someone you love is impacted by cancer contact MSK Direct to discuss your options for care: **(833) 825-4563 OR (646)-449-1533**. The team is available from 8:30 am to 5:30 pm ET, Monday through Friday. Calls outside of these hours will be returned the next business day.