



IBEW 125 - PGE HEALTH & WELFARE TRUST



March 27, 2020

To: Plan Participants

Re: Responding to the Coronavirus (COVID-19)

Dear Plan Participant,

We are here to support you during this global health emergency. Please read this letter carefully, as well as the attached SMM, as they include important announcements and reminders.

No Deductible, Copays or Coinsurance for COVID-19 Testing and Related Office Visit(s)

If you're showing symptoms or believe you have been exposed to the virus, we encourage you to take action. **Through the period of the national emergency, testing for COVID-19 will be covered at 100% (HSA Qualified and PPO Plans) as a preventive service. In-network office, urgent care, emergency room and telehealth visits associated with COVID-19 testing will also be covered at 100%. We encourage you to use in-network providers whenever possible.** To find an in-network provider near you, log on to www.regence.com or call 866-240-9580.

Access to Telehealth – MDLIVE

Unless you are experiencing a medical emergency, we recommend you seek treatment through telehealth. Participants can speak via live video with MDLIVE's U.S. licensed physicians. MDLIVE doctors can treat a wide variety of conditions. We encourage you to register today so you that you are ready for a visit when you need one. Simply download the MDLIVE app from the App Store or Google Play, or access care via their website www.MDLIVE.com/regence. Once you are on the website or the app you will need to 1) Enter your first and last name, email address, username and password, 2) Enter your date of birth, phone number, zip code and gender, 3) Enter your medical insurance ID number. Once this is completed, you will be registered and ready to access the doctors who are available 24/7. You can get care from anywhere—during a break at work, while outdoors or over lunch. Please remember that telehealth appointments and visits have recently increased significantly. We recommend scheduling the next available appointment instead of waiting for the next available doctor, which may take several hours. MDLIVE is making every effort to add appointments and decrease wait times. If you have questions, please call MDLIVE'S Member Support at 888-725-3097.

Prescription Drug Changes

The Trust has modified the "refill too soon" policy for certain medications to allow for prescriptions to be refilled sooner. You must tell the in-network pharmacy staff that the early refill is in response to COVID-19. Participants may request a 90-day refill for certain medications that treat chronic conditions, such as heart disease, asthma, and diabetes. If you do not have a 90-day prescription on file, you will need to have your provider send one to the pharmacy. Participants can order home delivery prescriptions through the website www.alliancerxwp.com/home-delivery or by calling 844-765-2894.

Stay Informed to Stay Healthy

As news and advice related to COVID-19 continues to evolve, we will provide updates to answer questions you may have about your health care coverage. **Note that your best source for the latest information is the website at www.ibew125PGEbenefits.org.** For additional information about COVID-19, please visit the website of the Centers for Disease Control and Prevention (CDC) at www.cdc.gov/coronavirus/2019-ncov/.

For any questions about this mailing or your benefits and eligibility, please call the Trust Office at 877-545-9471.

Sincerely,

The Board of Trustees