

# COVID-19 Employee Resources

**This manual is intended to provide resources available to support employees' overall well-being during the COVID-19 pandemic.**

**Please contact Human Resources at [humanresources@evanhospital.com](mailto:humanresources@evanhospital.com) or 570-522-2595 with any additional questions or requests for support.**



## Employee Assistance Program (EAP)

Evangelical offers a comprehensive (EAP) for employees and their immediate families. The EAP offers trained counselors are available for confidential assistance 24/7 by calling 1-800-252-4555. The program offers **unlimited telephonic counseling** and covers up to 5 in-person counseling sessions at no cost.

In addition to its regular menu of **online resources** at [www.theEAP.com](http://www.theEAP.com), the EAP has assembled many **COVID-19 resources**. Topics include taking care of your behavioral health during an infectious disease outbreak, tips for adjusting to work from home, stress management strategies, disaster proofing your finances, and activities for supporting at-home children.

If you are looking to develop coping skills and increase your ability to recover from difficult times, consider taking the EAP's **Resilience Journey** complete with assessments and interactive learning to teach you the five core components of resilience.

If you need help with budgeting, debt, money management or savings, you have unlimited access to **Certified Financial Coaches** and more than 100 Personal Finance and Investing courses.

### How to access website resources

1. Log on to [www.theEAP.com](http://www.theEAP.com)
2. Click on **Employee & Family Login**
3. If you have already created a Username and Password, simply enter that info in the appropriate boxes. If you have not registered, complete steps 4-7.
4. Click on **REGISTER HERE**
5. Enter your Employer's name and click Continue.
6. Your employer's name will appear; select the button and click Continue.
7. Fill out the Registration Form and create your Username and Password, then click Continue.  
**You only need to register once.**

## Mental Health Resources

Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Everyone reacts differently to stressful situations. Stress during an infectious disease outbreak can include

- Fear and worry about your own health and the health of your loved ones
- Changes in sleep or eating patterns
- Difficulty sleeping or concentrating
- Worsening of chronic health problems
- Increased use of alcohol, tobacco, or other drugs

**Remember, mental health issues are nothing to ignore. If you, a loved one, or friend is in immediate physical danger, call 9-1-1. If you, a loved one, or a friend is in crisis, contact one of these resources:**

- TAP Line @ 1-800-222-9016
- National Suicide Prevention Lifeline @ 1-800-273-TALK (8255)
- Text TalkWithUs to 66746
- Text NAMI to 741-741
- Employee Assistance Program @ 1-800-252-4555
- Visit the National Domestic Violence Hotline at [www.hotline.org](http://www.hotline.org) or call 1-800-799-7233

For additional suggestions on coping with mental health, visit:

- CDC Guidance: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>
- National Alliance on Mental Illness: <https://www.nami.org/covid-19-guide>

**EvanCARES** is a multi-disciplinary team dedicated to providing compassionate care for all Hospital staff. If you would like to talk to a member of the EvanCARES team, please email [EvanCARESsupport@evanhospital.com](mailto:EvanCARESsupport@evanhospital.com).

## Food Resources

**Emergency Food Boxes** are available to employees who are in need on a first come, first serve basis. To request a food box, please contact your supervisor or [humanresources@evanhospital.com](mailto:humanresources@evanhospital.com).

The **Central Pennsylvania Food Bank** is a life-sustaining operation. Our staff is still working and we are fully operational getting food delivered to our neighbors in need. If you are facing food insecurity, call **1.877.999.5964** or visit <https://www.centralpafoodbank.org/find-help/find-a-food-pantry/>.

## Rx Resources

**GoodRx** is a free price comparison resource that helps Americans save millions of dollars every month by finding them the lowest prescription prices at their local pharmacies. Visit [www.goodrx.com](http://www.goodrx.com) to access coupons that can help you save up to 80% on almost all FDA-approved drugs—brand name and generic.

**OptumRx's mail order prescription programs** to provide the convenience of home delivery with free shipping for 90-day supply of medications.

The **OptumRx app** allows you to search drug prices at multiple pharmacies, track your refills, and transfer prescriptions to mail order. Download the OptumRx app from the Apple® App Store or Google Play™.



**ENROLL NOW** to get all the benefits of medication home delivery.

OptumRx home delivery is safe and reliable.



### Cost savings

You may pay less for your medication with a three-month supply through OptumRx.



### Convenience

Get free standard shipping on medications delivered to your mailbox.



### 24/7 access and reminders

Speak to a pharmacist who can answer your questions any time, any day. You can also sign up for text message reminders, letting you know when to take or refill your medications.

Whether you have a new prescription or need to transfer an existing one, it's easy to get started with OptumRx.

### Here's how:



### ePrescribe

Ask your doctor to send an electronic prescription to OptumRx.



### Online

Visit [optumrx.com](http://optumrx.com) or use the OptumRx® app. From there, you can fill new prescriptions, transfer others to home delivery and more.



### Phone

Call the toll-free number on your member ID card to speak to a customer service advocate.

Once OptumRx receives your complete order for a new prescription, your medication should arrive within seven business days. Completed refill orders should arrive in about four business days.

We look forward to serving you.

### Need your medication right away?

Ask your doctor for a 1-month supply that can be immediately filled at a participating retail pharmacy.

## Other Emergency Resources

NEED HELP?



Food  
Banks



Emergency  
Housing



Utility  
Assistance



Drug & Alcohol  
Detox Treatment



Crisis  
Intervention

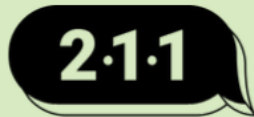
# DIAL 2-1-1

GET CONNECTED. GET ANSWERS.

OR TEXT YOUR ZIP CODE TO 898211

[PA211NE.ORG](http://PA211NE.ORG)

AVAILABLE 24/7  
FREE & CONFIDENTIAL  
TRAINED REFERRAL COMMUNITY SPECIALISTS



Pennsylvania



**EVANGELICAL**<sup>™</sup>  
COMMUNITY HOSPITAL

[evanhospital.com](http://evanhospital.com)



## Interactive Health Resources

Regardless of enrollment in the Interactive Health program, visit <https://www.interactivehealthinc.com/coronavirus> for resources such as recorded webinars, quick reads, and videos specific to navigating the well-being challenges of COVID-19.

Don't forget, Interactive Health offers numerous resources at [www.myinteractivehealth.com](http://www.myinteractivehealth.com) that can be accessed from anywhere to assist members with stress, anxiety, building a healthy immune system through exercise, nutrition and more. These include:

- one-on-one telephonic coaching programs
- digital workshops
- print resources
- monthly webinars
- Active Insights Blog <https://www.interactivehealthinc.com/blog/>
- To Health With It podcasts at <https://www.interactivehealthinc.com/category/podcasts/>



## Employment Verification

**Evangelical Community Hospital uses The Work Number® to provide automated employment and income verifications for our employees** obtaining credit, financing a home or automobile, obtaining a housing

lease, or securing government benefits or services. The Work Number simplifies the verification process and accelerates qualifying decisions through an online system available to verifiers 24 hours a day, 7 days a week.

Each year, all employees can access one (1) free Employment Data Report (EDR), which provides complete historical employment and income information, as well as a listing of verifier requests for the past two years.

For questions or more information please contact: The Work Number Client Service Center: 800.367.2884 TTY—hearing impaired: 800.424.0253, Monday – Friday; 7a.m. – 8p.m. (CT) or visit [www.theworknumber.com/employees](http://www.theworknumber.com/employees) and use the default log-in information below:

ID: SSN

PIN Scheme: Last 4 SSN + YYYY of Birth



[evanhospital.com](http://evanhospital.com)

## Financial Resources

### 401k Consultation

To schedule a virtual or phone 401k consultation with Patrick Reisinger or Travis Swartwood, contact [humanresources@evanhospital.com](mailto:humanresources@evanhospital.com).

### Prudential

Prudential makes it easy for plan participants to engage with their retirement plan through the call center (877-778-2100), website ([www.prudential.com/online/retirement](http://www.prudential.com/online/retirement)), and mobile app. For information on the most frequently asked questions about market volatility, informational articles and webinars, and simple instructions for the most common transactions, visit [Prudential's Market Volatility Communication Center](#).

In addition to your account information, Prudential's online platform offers a variety of financial wellness tools, such as the Budgeting Tool, Debt Manager, Assessments and webinars. Log in to your online Prudential retirement account by visiting <https://www.prudential.com/login/> and click on the My Financial Life tab. If you have an online account, but have not previously upgraded, you will be prompted to set up a new profile to gain access to the My Financial Life tab. If you do not have an online account, register as a new user using the link above.

## Contact Information for Employee Benefits

Plan Type	Provider	Phone Number	Website
Medical Benefits	Geisinger Health Options	1-800-504-0443	<a href="http://www.thehealthplan.com">www.thehealthplan.com</a>
Prescription Benefits	OptumRx	1-855-524-0381	<a href="http://www.optumrx.com">www.optumrx.com</a>
Health Savings Account (HSA)	MC Federal Credit Union	1-800-834-0082	<a href="http://www.mcfcu.org">www.mcfcu.org</a>
	Mifflinburg Bank & Trust	1-888-966-6282	<a href="http://www.mbtc.com">www.mbtc.com</a>
Flexible Spending Account	Discovery Benefits	1-866-451-3399	<a href="http://www.discoverybenefits.com">www.discoverybenefits.com</a>
Dental Benefits	Delta Dental	1-800-932-0783	<a href="http://www.deltadentalins.com/evan">www.deltadentalins.com/evan</a>
Vision Benefits	Vision Benefits of America	1-800-432-4966	<a href="http://www.vbaplans.com">www.vbaplans.com</a>
Group Life & AD&D/ Voluntary Life	Cigna	1-800-362-4462	<a href="http://www.cigna.com">www.cigna.com</a>
Employee Assistance Plan	ESI Employee Assistance Group	1-800-252-4555	<a href="http://www.myhealthcareap.com">www.myhealthcareap.com</a>
Retirement Plan	Prudential	1-877-778-2100	<a href="http://www.prudential.com/online/retirement">www.prudential.com/online/retirement</a>
Wellness	Interactive Health	1-800-840-6100	<a href="http://www.mvinteractivehealth.com">www.mvinteractivehealth.com</a>
FMLA, Non-FMLA Medical/ Caregiver Leaves and ADAA Requests	Sedgwick	1-888-436-9530	<a href="https://tinyurl.com/evanleaverequests">https://tinyurl.com/evanleaverequests</a>
Legal Services and Identity Theft Protection	LegalShield IDShield	1-714-904-6501	<a href="http://www.legalshield.com">www.legalshield.com</a> <a href="http://www.idshield.com">www.idshield.com</a>
Voluntary Benefits – Short Term Disability, Accident, Whole Life, Critical Illness with Cancer Rider	Aflac	1-800-433-3036	<a href="http://www.aflacgroupinsurance.com">www.aflacgroupinsurance.com</a>