

for your Benefit

News you can use

Benefits, resources, and health tips for weathering these difficult times.



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We're here to help

As we navigate our way through the COVID-19 pandemic, we want to remind you of resources available to you as a Conroe ISD employee and share information from our benefits partners. Please do not hesitate to reach out to our office if we can help in any way, and be sure to visit our website for updates: conroeisd.net/department/hr/benefits/. Together — even from a distance — we will get through this.

Resources for COVID-19 updates

Remember, the Centers for Disease Control and Prevention (CDC) remains your best resource for COVID-19 updates, including how to protect yourself and what to do if you are sick. For the most current information, please go to cdc.gov/coronavirus/2019-ncov/index.html.

Additional resources for Texas and our local area are:

Montgomery County Public Health District:

- online: <https://mcphd-tx.org/>
- phone: 1-888-825-9754

Texas Health and Human Services:

- online: <https://dshs.texas.gov/coronavirus/>

Texas Health and Human Services 2-1-1

(free, anonymous social service hotline available 24/7/365):

- online: <https://www.211texas.org/>
- phone: dial 2-1-1 or 1-877-541-7905



CISD Benefits Office

Benefits Specialists are here to answer your questions.

 **Hours:**
Monday–Friday
8:00 a.m. to 4:30 p.m.

 **Call:**
936-709-7808

 **Email:**
BenefitsOffice@conroeisd.net

Note: Our physical location is currently closed. Please call or email us Monday–Friday between the hours of 8:00 a.m. and 3:00 p.m., and someone will get back to you as soon as possible. We will update our website when the office reopens. Thank you for your patience during this time.

APART WE STAND TOGETHER



It takes all of us to save lives!

If we work together, fewer of our friends and family will be affected by the coronavirus. Hospitals won't be overloaded, and lives will be saved.

Learn more at texas.gov/covid19 .

Do your part to keep fellow Texans safe!



Practice social distancing

If you must go out, avoid public spaces, and keep your distance.



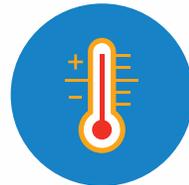
Keep hands clean

Use soap and water for 20 seconds, or use 60% alcohol hand sanitizer.



Clean & disinfect

Disinfect frequently touched objects, and surfaces often.



Stay home when sick

Call your doctor if you have fever, cough, or shortness of breath.

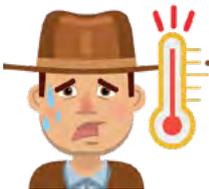


Don't spread germs

Don't touch your eyes, nose, or mouth. Cover a cough, or sneeze using your elbow.

Symptoms of COVID-19

Symptoms may appear any time between 2-14 days after exposure.



Fever



Dry cough



Shortness of breath

Why it's dangerous

Most of us will be fine. But, if we allow the virus to spread, many people who don't have to could die.



By staying apart now, we can all be together again faster!



Texas Department of State Health Services



Employee Assistance Program (EAP)

The EAP provides free, confidential support to help manage life's daily challenges. Available 24/7/365 to all full-time Conroe ISD employees and their families, including any member of the household and children up to age 26, even if the child does not live with you. EAP resources can help you with the following during the COVID-19 pandemic:

- Telephone or video counseling
- Digital therapy (Digital Behavioral Health [Animo] and Text Therapy [Textcoach™])
- Elder and child care referrals to professional local resources
- Free legal and financial consultations
- Easy-to-use web and mobile platforms to access care, resources, and guidance



Phone: 1-800-475-3EAP (3327)

Web: supportlinc.com

Email: support@curalinc.com

Mobile app: eConnect® Mobile by CuraLinc Healthcare

Twitter: @supportlinc

CISD SSO Portal: Use the EAP tile on the District Quick Links tab

Eligible FSA and HSA expenses



The recently signed CARES Act makes over-the-counter medications eligible expenses for flexible spending account (FSA) and health savings account (HSA) funds, without a prescription, as of January 1, 2020. Menstrual care products were also added to the list of eligible expenses retroactive to January 1, 2020.

Beginning April 15, 2020, you may request reimbursement from your First Financial FSA or HSA plan for these now-eligible expenses for any purchases made after December 31, 2019. Submit requests using the FF Flex mobile app, your online account at ffga.com, or paper.

Merchants and vendors must update their systems to accommodate the new rules, so you may not be able to immediately use your FSA or HSA card at the time you purchase these items. For more information, visit ffga.com or call **1-866-853-3539**.

Resources for UnitedHealthcare® medical plan members

UnitedHealthcare is committed to helping protect your health by enabling you with access to the right care, including from the comfort of your home.



Cost sharing waived for COVID-19 tests and testing-related visits

If you believe you might have been exposed to COVID-19 or have symptoms such as fever, cough, or difficulty breathing, call your health care provider right away. If you develop emergency warning signs, get medical attention immediately: trouble breathing, persistent pain or pressure in the chest, new confusion or inability to arouse, bluish lips or face, and other severe and concerning symptoms.

Cost sharing for COVID-19 testing and testing-related visits is waived during this national emergency, whether the testing-related visit is received in a health care provider's office, an urgent care center, an emergency department, or through a telehealth visit. The waiver applies to all plans, including the Choice Plus HDHP, through June 18, 2020.



Virtual Visits

Access health care providers from the comfort of your home through digital audio-visual technologies, such as FaceTime, Skype, Zoom, or dedicated telehealth applications.

- **24/7 Virtual Visits through designated telehealth providers:** While these visits cannot be used to test for or treat COVID-19, they can be useful in determining if you should call your local health care provider regarding COVID-19 testing. These visits are also ideal for urgent care treatment of other illnesses, like the seasonal flu, allergies, pink eye, and more. The cost of a Virtual Visit with a designated UnitedHealthcare telehealth provider is \$15 for Charter Kelsey-Seybold and NexusACO R Memorial Hermann plan members, and it is 30% after deductible for Choice Plus HDHP members. To access the benefit, sign in to your health plan account at myuhc.com.
- **Telehealth visits with your medical provider:** Many local medical providers are now offering telehealth visits for both COVID-19 and other health needs, keeping you in your home while still receiving the care you need. If you need medical care, call your local medical provider and ask about telehealth options. The cost of care is the same as your in-office copay/coinsurance.



Early prescription refill

If you need an early prescription refill, you may request one through your pharmacy. Consider your current supply and near-term medication needs to determine if you should refill early. Pharmacy delivery is available through OptumRx home delivery by signing in to your health plan account at myuhc.com and selecting this option. Pharmacy delivery is also available through some retail pharmacies.



Additional resources for members

- **Access your health plan account:** Sign in to your health plan account at myuhc.com to find network health care providers, understand benefits coverage, manage prescriptions, and more.
- **Call a UnitedHealthcare advocate:** If you have health benefits questions, need help finding a health care provider, or would like to talk to a nurse, call the phone number on your UnitedHealthcare member ID card.
- **Get emotional support:** Call the UnitedHealthcare emotional support line anytime at **1-866-342-6892**. This 24/7 Optum Help Line is staffed by professionally trained mental health experts, is free of charge, and is open to anyone.

Learn about COVID-19 resources: View updates and FAQs at uhc.com/health-and-wellness/health-topics/covid-19.



Enrolled in the Charter Kelsey-Seybold plan?

Conroe Family Medicine has joined Kelsey-Seybold Clinic!

Effective March 2, 2020, Conroe Family Medicine officially became **Kelsey-Seybold Clinic – Conroe**. The office is located at 690 South Loop 336 West, Suite 222. This new partnership means more medical services and specialty offerings will be available in the growing and thriving Conroe community. Learn more about the providers and services at kelsey-seybold.com. Schedule appointments online for any Kelsey-Seybold Clinic location, or call the 24/7 Contact Center at **713-442-0000**.

Kelsey-Seybold Clinic patients

In response to guidance from public health and government officials to reduce in-person interactions and practice effective social distancing, Kelsey-Seybold Clinic has decided to schedule patient appointments as virtual visits, effective immediately, whenever possible. "Virtual visits" include video visits and telephone visits. Kelsey-Seybold Clinic locations will remain open, and physicians have the availability to schedule an in-clinic appointment after your virtual visit, if necessary. Diagnostic testing will also continue to be available if your physician determines that testing is needed.

The Kelsey-Seybold Clinic's 24/7 Contact Center (**713-442-0000**) is standing by to assist you in scheduling video and telephone

visits, or you can directly schedule virtual appointments through your MyKelseyOnline (MKO) account or the MyChart/MyKelsey app. You will use your MKO account or the app to conduct most virtual visits. If you do not have an MKO account, you can contact the MKO Help Line at **713-442-6565** (7 days a week, 7 a.m. to 9 p.m.).

Information and news change quickly. Your best source to find the most current information is to call the Kelsey-Seybold Clinic 24/7 Contact Center or visit **kelsey-seybold.com**. You can also continue to call your doctor's office directly. If you need care after hours, you can contact the After-Hours Nurse Hotline after 5 p.m. weekdays or on the weekend by calling **713-442-0000**.



9 Healthy habits for spring

Help prevent chronic diseases, such as type 2 diabetes, heart disease, and cancer, with these nine healthy habits.



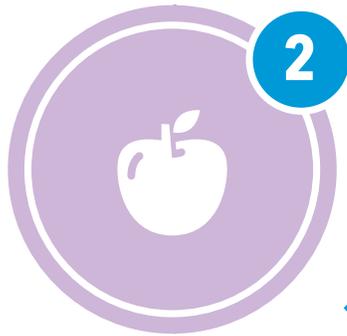
Learn more ways to stay healthy and prevent chronic disease at cdc.gov/chronicdisease.



1

Move more, sit less

Get at least 150 minutes of moderate-intensity aerobic activity every week, plus muscle-strengthening activities at least 2 days a week.



2

Eat a healthy diet

Make healthy food choices, such as fruits, vegetables, whole grains, lean meats, and low-fat dairy products.

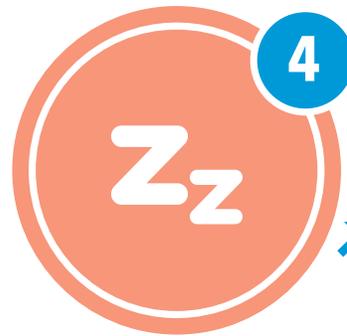
TIP: Make half your plate fruits and vegetables and half your plate whole grains.



3

Rethink your drink

Substitute water for sugary or alcoholic drinks to reduce calories and stay safe.



4

Get enough sleep

Adults need at least 7 hours of sleep a night.

DID YOU KNOW? Kids 6–12 need 9–12 hours of sleep a night. Teens 13–18 need 8–10 hours of sleep a night.



5

Quit smoking

You can do it!

Call **1-800-QUIT-NOW** for free support.



6

Be sun safe

Wear long-sleeved shirts, long pants, a wide-brimmed hat, and sunglasses, and use broad-spectrum sunscreen with at least SPF 15.

TIP: Wear sunglasses that block both UVA and UVB rays for the best protection.

¹Centers for Disease Control and Prevention (CDC). 9 strategies for a healthy spring. March 11, 2019. Available at: cdc.gov/chronicdisease/resources/infographic/healthy-spring.htm. Accessed March 5, 2020.



Making changes to your benefits

Normally, you may choose or change benefits only during annual enrollment. However, when certain life events occur (marriage, birth, employment changes, etc.), you can make changes to your benefits.

To make coverage changes, you must contact the CISD Benefits Office no later than **30 calendar days** after the event date.

Important to know:



Calendar days include weekends and holidays.



Newborn

To ensure your **newborn** is covered, you must submit a **change request** to the CISD Benefits Office by the 31st day of life, even if you already have family or child coverage.



Email and voice messages sent to the CISD Benefits Office are time- and date-stamped, so be sure to leave a message if no one is available or the office is closed.



Brush your teeth

Brush twice a day with fluoride toothpaste.



Get your checkups

Visit your doctor regularly for preventive services like cancer and diabetes screenings.



Learn your health history

Talk to your family and your doctor about your family health history.





Conroe ISD Employee Health & Wellness Center

🕒 Office Hours

Monday–Thursday
7:00 a.m. to 6:00 p.m.

Friday
7:00 a.m. to 4:00 p.m.

Saturday
7:30 a.m. to 12:30 p.m.

Sunday – Closed

📍 Location

**Located on the
Oak Ridge Elementary
School Campus**

19675 I-45 South, Suite 100
Conroe, TX 77385

Phone: 281-465-2873

Online: ConroeISDClinic.com

Reminder:

Individuals enrolled in a health savings account (HSA) are not eligible to receive services from the Center.

For more information, visit
ConroeISDClinic.com.



Message from Memorial Hermann

The following changes are in effect until further notice to prevent the potential spread of coronavirus disease 2019 (COVID-19):

- Walk-in patients will not be accepted at this time. Only patients with appointments made by telephone directly with the clinic will be seen, and virtual visits are strongly encouraged during this time. Please call **281-465-2873** for scheduling options.
- Visits that are not immediately medically necessary, including preventive care, will be postponed.
- Visitors are not allowed to enter the clinic. The only exception is for pediatric patients, who may be accompanied by one visitor (parent or guardian). Patients with a disability or other medical condition who need assistance communicating with staff will be evaluated for potential visitor exceptions on a case-by-case basis. Any visitor required to accompany a patient will be screened — a brief questionnaire and temperature reading — prior to being allowed back to the exam room.

To access virtual visits, your health information, and more, sign up for an Everyday Well account at <http://www.memorialhermann.org/everydaywell/signup/>.

Your wellness center staff is committed to providing continuous care in a safe environment, and they are returning all messages as quickly as possible. For the latest information from Memorial Hermann, please go to www.memorialhermann.org/coronavirus/?ticker=covid-19. Additional resources and ideas from this site include:

- COVID-19: A Glossary
- COVID-19 Facts vs Myths: Insight from an Infectious Disease Specialist
- Self-Quarantine: What Does It Mean — and How to Get It Right
- Your Risk for COVID-19
- What a Stay at Home, Work Safe Order Means and How It Applies to You
- COVID-19: Alternatives to Handshakes to Avoid Swapping Germs
- Flu vs COVID-19: What You Should Know
- How to Talk to Your Kids about Coronavirus Disease 2019 (COVID-19)
- Keeping Calm Under Stress
- 5 Ways to Beat Cabin Fever in Self-Quarantine
- Meditation for Beginners



Annual enrollment is coming — July 1–31

Conroe ISD has an active annual enrollment, so all employees are required to enroll, continue, or waive benefits for the new plan year that begins September 1, 2020. To ensure you receive your enrollment guide, make sure your current address is listed in the Employee Access Center. Use the “update” button to make changes by **May 22, 2020**. Packets will be mailed in June with all the information you need.