



# Coping With Coronavirus: Resources for You and Your Family

We recognize the challenge that the coronavirus outbreak represents to you and your family, friends, and community. That's why the District has created a [web page](#) to help you stay informed. Visit the site often and use the resources listed here to help you stay both physically and emotionally healthy.

## CDC Coronavirus Public Page

Review the health and safety tips and information issued by the Centers for Disease Control and Prevention at [cdc.gov/coronavirus/2019-ncov](https://cdc.gov/coronavirus/2019-ncov).

## Humana

1. Visit [humana.com/coronavirus](https://humana.com/coronavirus) to learn more about COVID-19, how to assess your risk, and what Humana is doing to help support members. The site includes a symptom assessment tool you can use if you think you may have been exposed to the COVID-19 virus or if you're experiencing symptoms.
2. To help members for a limited time, Humana is:
  - Waiving out-of-pocket costs for the following services:
    - **COVID-19 testing** at LabCorp and Quest Diagnostics locations for symptomatic patients who meet the [CDC guidelines for testing](#).
    - **Telemedicine** for all urgent care needs for the next 90 days through [Doctor On Demand](#).\*
  - Allowing early refills on prescription medicines so members can prepare for extended supply needs (an extra 30- or 90-day supply, as appropriate). Humana Pharmacy is diligently monitoring medicine supplies to maintain adequate stock.
  - Operating a member-support line to address specific questions related to the coronavirus and their coverage. Call the toll-free customer support line, found on the back of your member ID card, to be connected.

Enrolled in the High Deductible Health Plan? The IRS is allowing these plans to cover COVID-19 testing and urgent care telemedicine calls at 100% without having to meet the deductible. Visit the [IRS website](#) to learn more.

## Resources for Living

Listening to 24-hour news may make it seem like the sky is falling, but it's not. If you need a dose of calm, rational conversation, or help cutting through the chaos, call **855-327-6463** (TTY: 711) 24/7 for help coping with the unknown, whether it's the coronavirus or any other stressor.

Log in to [resourcesforliving.com](https://resourcesforliving.com) (username: **SCHOOLEAP** • password: **8553276463**) if you are wondering what you can do to protect yourself and the people you care about. Note that you can also link directly to these resources without logging in:

- [A recorded webinar](#) that can shed some light and provide tips to help you keep calm
- [A list of resources](#)
- [Read](#) about coping with coronavirus fears

\* Doctor On Demand gives you virtual access to a licensed physician 24/7 via your mobile device or computer. The doctor can treat minor illnesses like colds, sinus infections, allergies, and other non-emergency medical conditions, and send a prescription to your pharmacy if needed.

## Get the Latest District Updates on Coronavirus

**Coronavirus  
UPDATE** [CLICK  
HERE](#)

Bookmark this page to stay up to date. You'll find general information, frequently asked questions, and more. Be sure to check out the employee resources links for important information.

## Contact Information

### Humana Customer Service

**800-463-2441**  
Monday – Friday  
8:00 a.m. – 6:00 p.m. (ET)  
[humana.com](https://humana.com) or  
[MyHumana.com](https://MyHumana.com)

### Doctor On Demand

[doctorondemand.com/](https://doctorondemand.com/)  
[HCPS](#)

Download the app to connect direct

### Humana Pharmacy

**800-833-1315**  
Prescription drug  
mail-order service

### Resources for Living Employee Assistance Program (24/7)

**855-327-6463** (TTY: 711)  
[resourcesforliving.com](https://resourcesforliving.com)  
Username: **SCHOOLEAP**  
Password: **8553276463**

## What You Can Do

Post this [simple graphic](#) to remind yourself and your family the simple things they can do to protect themselves from COVID-19.

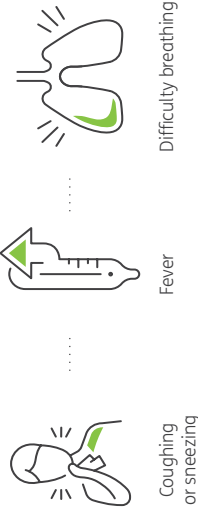
# THE CORONAVIRUS: What you can do

REMEMBER TO KEEP: AWARE OF SYMPTOMS • CLEAN HANDS • HEALTHY DISTANCES

Humana®

## KEEP AWARE

The new coronavirus disease 2019 (COVID-19) is a mild to severe respiratory illness with symptoms, such as:



The main way COVID-19 spreads is from close person-to-person contact. This happens from:

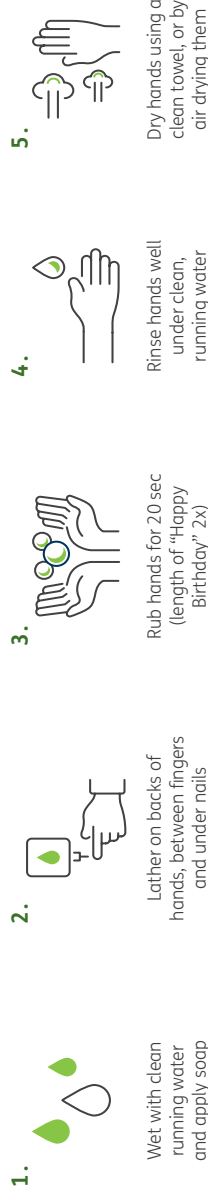


If you are experiencing symptoms and feel ill, be sure to see your primary care doctor.

<sup>1</sup> Centers for Disease Control and Prevention, Coronavirus Disease 2019 (COVID-19), March 2, 2020, accessed March 4, 2020, <<https://www.cdc.gov/coronavirus/2019-ncov/about/index.html>>.

## KEEP CLEAN HANDS

Wash your hands often. The best way to do so is:



## USE HAND SANITIZER WHEN THERE IS NO SOAP AND WATER

Remember that sanitizers do not get rid of all types of germs, especially with things like dirt or grease particles.

## KEEP HEALTHY DISTANCES

