

**Mary Azbill - Please Read - Employee Resource Packet - COVID-19**

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**From:** Steven Bergstresser  
**To:** All\_City  
**Date:** 3/26/2020 3:25 PM  
**Subject:** Please Read - Employee Resource Packet - COVID-19  
**Attachments:** Employee Resource Guide Packet 3-26-2020.pdf

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Good afternoon, everyone.

The Human Resources Department has created a one-stop document for your reference during the COVID-19 pandemic. Attached is an Employee Resource Guide to assist in answering some questions you may have regarding:

- General Workplace Information
- Medical Benefits
- Coping with Stress and Mental Health Needs
- Workplace Injuries and Workers' Compensation
- Sick Leave and COVID-19 Related Issues

Also included in the Employee Resource Packet is a Temporary Adaptive Work Policy which provides information regarding:

- Safe Workspace
- Assignment Completion and Communication Review
- Continuance of Regular City Policies and Procedures
- Equipment Necessary for Remote Access
- Protection of City and Customer Information
- Recordkeeping and Documentation
- Workers' Compensation

I encourage you to read through this for your information and well being. As always, if you have questions or need further clarification, you are welcome to ask your supervisor or call Human Resources directly at [937-296-2446](tel:937-296-2446).

The sun is shining, and that's just the kind of light we need today. Go outside and breathe in the fresh air. It will remind you that, even in crisis, there is a bigger, brighter picture to behold. Enjoy your day, and give your families a little extra time tonight.

Take good care. And, again, thank you.

Steve

**Steve Bergstresser, P.E.**

Acting City Manager

Assistant City Manager / City Engineer

City of Kettering | 3600 Shroyer Road | Kettering, Ohio 45429

v. [937.296.2412](tel:937.296.2412) | f. [937.296.2550](tel:937.296.2550) | [Steven.Bergstresser@ketteringoh.org](mailto:Steven.Bergstresser@ketteringoh.org) |

[www.ketteringoh.org](http://www.ketteringoh.org)

*The City of Kettering invites people with disabilities to enjoy our programs, services, parks, and facilities.*

*Please call [296-2439](tel:296-2439) for more information about accessibility or to request a modification.*

*For TTY assistance, contact Ohio Relay Service at [800-750-0750](tel:800-750-0750).*

*Email to and from the City of Kettering is open to public inspection under Ohio's public record law.*

*Unless a legal exemption applies, this message and any response to it will be released if requested.*

# COVID-19


CORONAVIRUS DISEASE 2019 UPDATE




## Via Email

**Date:** March 26, 2020

**To:** All Employees

**From:** Steven E. Bergstresser, Acting City Manager 

Sara E. Mills Klein, Human Resource Director 

**Subject:** COVID-19 Employee Resource Guide

This Employee Resource Guide has been prepared to provide guidance in connection with COVID-19. This situation will continue to evolve during the coming weeks. We will continue to monitor the Public Health-Dayton and Montgomery County, Centers for Disease Control and Prevention, Governor DeWine's office and other agencies for updates. This information and guidance is subject to change and may vary based on individual circumstances, policies, and/or any applicable state or local laws as we address this ever-evolving public health situation.

## **General Workplace Information:**

### General Hygiene and Safety

Continue to do the following:

- Stay home if you are feeling ill, especially if you are experiencing flu-like symptoms;
- Frequently and thoroughly wash your hands with soap and water and regularly use hand sanitizer;
- Cough/sneeze into a tissue when available and immediately, safely dispose of it; and into your elbow/shoulder when a tissue is not available;
- Avoid intentional contact with a person who is known to be sick or infected or who displays symptoms of an infectious disease;
- Avoid in person meetings by using telephones, online conferencing, email or other electronic messaging to conduct official business;
- Refrain from shaking hands;
- Avoid touching eyes, nose and mouth;

- Practice social distancing of 6 feet;
- Comply with any and all federal/state directives, orders and guidelines;
- Clean workspaces frequently as needed;
- Avoid going out of your home unnecessarily.

### **Temperature Taking**

In order to ensure a healthy workplace and assure the City is taking appropriate precautions to prevent the spread of COVID-19, health screening measures have been implemented for all City employees reporting to the work site. Thermometers are available throughout the City. If you are unsure as to where to locate one, please contact your Department Director. Please note: after an employee uses the thermometer, they are responsible for disinfecting the thermometer and recording their temperature on the log sheet. These health screenings will consist of:

- Temperature scan assessment ( $\geq 100.4^{\circ}\text{F}$ );
- Signs/symptoms of seasonal flu (coughing, sore throat, shortness of breath, chills, headache, vomiting, muscle aches, diarrhea).

#### **If an employee presents with any of the above criteria, they shall:**

- Immediately isolate from other personnel;
- Immediately be sent home and isolate from family;
- Contact your health care provider to assist you in assessing whether or not you should seek further treatment for possible COVID-19 symptoms. For your safety and the safety of others, it is critical that you follow your health care provider's or health department official's instructions;
- Contact the Department Director via their supervisor and HR;
- DO NOT return to work until **fever-free for 48 hours** for non-COVID-19 illnesses without the use of fever reducing medications;
- DO NOT return to work until **fever-free for 72 hours** for COVID-19 confirmed or presumptive cases without the use of fever reducing medications.

Each Department will keep a log as a confidential record that all staff have been screened prior to and at the end of each shift. Employees facilitating and witnessing screening assessments are bound by applicable HIPAA laws. Information about your health will be treated confidentially. If you have concerns, contact your Department Director.

### **Adaptive Work Policy (Attachment)**

Human Resources and the City Manager's office have created an Adaptive Work policy to define work expectations and procedures in response to the global COVID-19 pandemic for employees working remotely or being held in reserve on a temporary basis during this pandemic. This policy is non-precedent setting, temporary, and subject to change or may be discontinued at the discretion of the City Manager. A copy of the policy is attached for your convenience.

## **Medical Benefits:**

### **Virtual Visits (Attachment)**

- Remember the Virtual Visit options for non-emergency type medical needs such as sinus infections, ear aches, pink eye, and urinary tract infections. Please consider this option in an effort to not inundate our health care system with in-person visits and to adhere to social distancing guidelines. While you may experience longer wait times than normal, this service offers a great way to stay out of the doctor's office. To access virtual visits, log-in through the "UnitedHealthcare" app on a mobile device;
- You may also want to consult with your regular healthcare provider to see if they are offering these virtual visits.

### **Prescriptions**

- For employees and dependents who are covered by UHC, covered individuals may request early refills on prescriptions to ensure sufficient medication is on hand. In order to do so, members should call the filling pharmacy. Please be aware of your current medication supply, as well as short term medication needs to determine if an early refill is needed. If you determine it is not necessary, please do not request early refills. Finally, consider enrolling in mail order (only available on maintenance medications) or utilizing any home delivery service that may be offered by the filling pharmacy.

### **COVID-19 Testing-Covered Benefit**

- During the next 90 days, all co-pays and/or deductible costs for COVID-19 testing at CDC-approved locations will be covered at 100% for individuals covered by United Healthcare. There is no member cost share. As a reminder, a physician's order is required in order to be tested.

## **Coping with Stress and Mental Health Needs during the Global Pandemic:**

This is a stressful time for all of us and our families. It is of the utmost importance that we take care of ourselves and the members of our households, both physically and mentally. Your HR Department is here for you! We are manning the office both on site and remotely during this difficult time. Please feel free to reach out to us at 937-296-2446 during regular business hours or [ketteringhumanresources@ketteringoh.org](mailto:ketteringhumanresources@ketteringoh.org). More details about the resources available to you are outlined below.

### **Employee Assistance Program (EAP) (Attachment)**

- EAP offers free, professional and confidential counseling services 24 hours a day, 7 days a week to employees and members of their household;
- EAP will follow the CDC guidelines as they relate to social distancing during the COVID-19 pandemic and provide counseling via telephone and/or by video;
- An EAP crisis line is available 24/7 by calling 937-208-6626 or 1-800-628-9343. Follow the prompts to access the crisis phone.

### **United Healthcare Emotional Support (UHC)**

- United Healthcare (UHC) has opened a 24/7 Emotional Support Number for covered and non-covered individuals. Interested individuals may access this free service by calling [866-342-6892](tel:866-342-6892). Additional support and resources are available at <https://www.liveandworkwell.com>.

### **Virtual Visits**

- Remember Virtual Visits are also an option for behavioral health visits! This is a quick and convenient way to take care of your mental health needs from the convenience of your home, break room, really anywhere you feel comfortable! To access virtual visits, log-in through the “UnitedHealthcare” app on a mobile device;
- You may also want to consult with your regular behavioral healthcare provider to see if they are offering these virtual visits.

## **Workplace Injuries and Workers’ Compensation (Attachment):**

In response to the COVID-19 crisis, the Ohio Bureau of Workers’ Compensation (BWC) is initiating temporary policy changes that will allow flexibility in the provision of care to injured workers. As part of this flexibility, BWC is now allowing telemedicine. Our occupational medical provider, Concentra, is now set up to handle telemedicine appointments. Below is some general information about how injuries can be handled both in our traditional way and via telemedicine.

- An injured worker should follow the usual reporting guidelines if a workplace incident or injury occurs by immediately reporting to a supervisor and completing the Incident & Injury Report;
- In an emergency, treatment may be received at the nearest medical facility;
- Local Concentra clinics are still open and available between the hours of 8 a.m. and 5 p.m to continue to treat injured employees;
- Concentra Telemed can be accessed 24 hours a day and may be used if the injured employee and supervisor feel the injury is a minor medical issue that can be addressed through telemedicine (i.e. sprains, strains, pulls). An Authorization for Treatment form will need to be completed by an employee’s supervisor or Human Resources. Please see the attached information sheet for how to sign up via computer or mobile device;
- Screening and testing for COVID-19 will not be conducted at Concentra clinics.

Ohio BWC is still trying to formulate an overall response to the COVID-19 pandemic. Here is what we know so far:

### **If I contract COVID-19, is it a compensable workers’ compensation claim?**

- It depends on how you contract it and the nature of your occupation. Generally, communicable diseases like COVID-19 are not workers’ compensation claims because people are exposed in a variety of ways, and few jobs have a hazard or risk of getting the diseases in a greater degree or a different manner than the general public. However,

if you work in a job that poses a special hazard or risk and contract COVID-19 from the work exposure, BWC could allow your claim.

## **Sick Leave and COVID-19 Related Issues:**

### **Sick Leave Time**

The City may always inquire as to an employee's use of and eligibility to use sick leave. For example, a supervisor is permitted to ask if you are off for incapacitation due to pregnancy, illness or injury; medical and eye-care treatments and examinations which cannot be scheduled during off-duty hours; and/or serious illness or injury of a member of the employee's immediate family requiring the presence of the employee. Your supervisor may ask you questions including, but not limited to: Do you know the symptoms of COVID-19? Are you experiencing any of those symptoms? Do you have flu-like symptoms? Do you have a fever? Do you have chills?

Regarding COVID-19, sick leave may be used for the following:

- When an employee is under Department Of Health (DOH) quarantine;
- When an employee's physician or health care provider recommends self-quarantine;
- When an employee has COVID-19 symptoms and seeks treatment;
  - Cough, fever  $\geq 100.4^{\circ}\text{F}$  and seeking treatment;
  - Aggressively seeking treatment.
- When a member of the employee's immediate family has COVID-19 symptoms and seeks treatment;
  - Cough, fever  $\geq 100.4^{\circ}\text{F}$  and seeking treatment;
  - Aggressively seeking treatment.
- When an employee is providing care for an immediate family member who is under DOH or physician recommended quarantine.

### **FAQ's**

**1. If I am not feeling well, what should I do?**

If you exhibit any signs of COVID-19, stay home from work and consult your physician or medical care provider for direction.

**2. Is my employer permitted to ask what my symptoms are?**

Yes, relative to COVID-19.

**3. Can my employer ask questions about exposure after I have traveled?**

Yes.

**4. Can the City require me to provide a note from my healthcare providers confirming I am capable of returning to work?**

The City has always had the right to request a doctor's note; however at this time, the City has decided to ease its requirement for a doctor's note. But, if you have a note we will gladly accept it.

**5. Can my supervisor send me home if I develop symptoms of COVID-19 infection?**

Yes. An employer never has to allow a sick employee to remain at work. The CDC states that employees who become ill with symptoms of influenza-like illness at work during a pandemic should leave the workplace.

6. **If I am uncomfortable reporting to work, what should I do?**

Feeling uncomfortable reporting to work is a natural reaction in this circumstance.

Employees are encouraged to utilize EAP, or a virtual mental health visit through our group health plan. As a governmental agency, we provide essential services to our residents, and we need our employees to work to provide these services. However, you can contact your supervisor to discuss your concerns and see if it is an appropriate circumstance to submit a leave request for vacation, personal or compensatory time.

If you have additional questions that have not been answered in this guide, please feel free to contact the Human Resource Department. We encourage employees to remain informed by consulting with the State of Ohio, Public Health-Dayton and Montgomery County and the U.S. Centers for Disease Control and Prevention, along with other agencies.

Attachments



# COVID-19

CORONAVIRUS DISEASE 2019 UPDATE



Released 3-23-2020

## **TEMPORARY ADAPTIVE WORK POLICY IN RESPONSE TO COVID-19**

**This policy is in response to the global COVID-19 pandemic. This policy will not be precedent setting; is temporary and is subject to change.**

Regular and predictable attendance in the workplace is an essential function of all City of Kettering positions. During this time of national challenge, it is imperative we continue to provide our citizens with essential services.

However, given the extraordinary situation and in response to the COVID-19 pandemic, the City of Kettering is implementing the temporary Adaptive Work policy for employees whose job duties may be performed remotely on a temporary basis during this pandemic, but who do not regularly work remotely. Additionally, some personnel are being held in reserve due to facility closures and/or to maintain their health; the health of the workplace; and/or the health of the community. This Adaptive Work policy is effective immediately.

There are some positions at the City that require employees to be physically present in the workplace during the COVID-19 pandemic. These employees are defined as Essential On-Site Personnel. If you are Essential On-Site Personnel, you will not be allowed to work remotely under this policy. Essential On-Site Personnel are expected to report to work as scheduled unless otherwise notified. Regular time off policies and procedures should be followed for Essential On-Site Personnel who are unable to report to work. If you have any questions about whether you are Essential On-Site Personnel, you should contact your Department Director via your immediate supervisor.

We are implementing this Adaptive Work policy as a precautionary measure. We are committed to the health and safety of our workforce and will continue to monitor COVID-19 developments. This Adaptive Work policy will be updated and/or revised as the situation warrants. The City reserves the right to discontinue this policy at any time, without any particular amount of advance notice. We appreciate your assistance as we all work through this challenging time.

## Remote Work Procedures

1. Employees must designate a safe and secure remote workplace to perform their duties while working remotely.
2. While working remotely, employees will still be expected to complete their work assignments; must be available during regular business hours; and must communicate with their supervisors and others as directed by their Director and/or designee.
3. Employees shall adhere to all City policies while working remotely. All previous directives, bulletins, memos, etc. stand. As a reminder, employees must continue to seek advanced approval from their supervisor to use sick leave, vacation, or other leave on all work days including Adaptive Work days. For employees working remotely, there will be no overtime unless it has been deemed essential by and approved by the Department Director. Overtime must be approved in advance.
4. The City will determine, with information supplied by the Employee and the Employee's supervisors, as applicable, the appropriate equipment needs (including hardware, software, modems, phone and data lines, facsimile equipment or software, and photocopiers) for each remote work arrangement on a case-by-case basis. The employee must have proper internet speed and connection to work efficiently. If the employee is unable to meet these requirements, this Adaptive Work arrangement may not be appropriate. In such circumstance, the employee shall report to their supervisor/Department Director for an alternate work assignment. The City will assist with securing resources in this matter. Equipment supplied by the City will be maintained by the City. Should an Employee prefer and choose to use equipment supplied by the Employee, and if deemed appropriate by the City, such equipment will be maintained by the Employee. The City accepts no responsibility for damage or repairs to Employee-owned equipment. The City reserves the right to make determinations as to appropriate equipment, subject to change at any time. Equipment supplied by the City is to be used for business purposes only. The Employee working remotely shall sign an inventory of all City property and agree to take appropriate action to protect the items from damage or theft. Upon conclusion of the remote work arrangement, all City property will be returned to the City, unless other arrangements have been made.
5. Consistent with the City's expectations of confidentiality and information security for employees working at the office, employees working remotely will be expected to ensure the protection of all City and customer information accessible from their remote workplace.

6. FOR HOURLY NON-EXEMPT EMPLOYEES: Employees are responsible for keeping and submitting accurate records of their actual hours worked, including time spent setting up City-approved remote equipment. All leave policies remain in effect. Employees must accurately and completely record their actual time worked. Any use of sick, vacation, personal, or compensatory leave shall be accurately recorded and submitted. For example, if you are working under the Adaptive Work policy and you are sick, you need to submit sick leave for that period of time that you were sick and not working.
7. FOR EXEMPT (SALARIED) EMPLOYEES: All leave policies remain in effect. Any use of sick or vacation leave shall be accurately recorded and submitted. For example, if you are working under the Adaptive Work policy and you are sick, you need to submit sick leave for that period of time that you were sick and not working.
8. For those employees that are being held in reserve due to facility closures and/or to maintain their health; the health of the workplace; and/or the health of the community, time will be entered by their Directors and/or his or her designee.
9. The City assumes no responsibility for injuries occurring in the employee's remote workspace outside normal working hours or for injuries that occur as a result of a reasonably recognizable unsafe remote workspace. The employee agrees to maintain safe conditions in the remote workspace and to practice no less than the same safety habits and rules as those applying on City's premises. Department Directors have been provided Injury packets electronically.
10. Workers' compensation benefits are the sole remedy for job-related injuries to employees that occur in the employee's remote workspace during working hours. All job-related accidents must be reported immediately for investigation. Employees who work remotely should do so from a workspace that does not reasonably endanger the employee or others.

APPROVED:

3/23/2020  
Date

  
\_\_\_\_\_  
Steven E. Bergstresser  
Acting City Manager

ISSUED:

3/23/2020  
Date

  
\_\_\_\_\_  
Sara E. Mills Klein  
Director of Human Resources

Pay Period Ending Date \_\_\_\_\_

Name \_\_\_\_\_

Dept. \_\_\_\_\_

Position \_\_\_\_\_

Week 1 Day of Week	In	Out	In	Out	Total Hours to be Paid

Week 2 Day of Week	In	Out	In	Out	Total Hours to be Paid

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

Supervisor Approval \_\_\_\_\_

# EMPLOYEE RIGHTS UNDER THE FAMILY AND MEDICAL LEAVE ACT

THE UNITED STATES DEPARTMENT OF LABOR WAGE AND HOUR DIVISION

## LEAVE ENTITLEMENTS

Eligible employees who work for a covered employer can take up to 12 weeks of unpaid, job-protected leave in a 12-month period for the following reasons:

- The birth of a child or placement of a child for adoption or foster care;
- To bond with a child (leave must be taken within one year of the child's birth or placement);
- To care for the employee's spouse, child, or parent who has a qualifying serious health condition;
- For the employee's own qualifying serious health condition that makes the employee unable to perform the employee's job;
- For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse, child, or parent.

An eligible employee who is a covered servicemember's spouse, child, parent, or next of kin may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the servicemember with a serious injury or illness.

An employee does not need to use leave in one block. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule.

Employees may choose, or an employer may require, use of accrued paid leave while taking FMLA leave. If an employer substitutes accrued paid leave for FMLA leave, the employee must comply with the employer's normal paid leave policies.

While employees are on FMLA leave, employers must continue health insurance coverage as if the employees were not on leave. Upon return from FMLA leave, most employees must be restored to the same job or one nearly identical to it with equivalent pay, benefits, and other employment terms and conditions.

An employer may not interfere with an individual's FMLA rights or retaliate against someone for using or trying to use FMLA leave, or opposing any practice made unlawful by the FMLA, or being involved in any proceeding under or related to the FMLA.

An employee who works for a covered employer must meet these criteria in order to be eligible for FMLA leave. The employee must:

- Have worked for the employer for at least 12 months;
  - Have at least 1,250 hours of service in the 12 months before taking leave;\* and
  - Work at a location where the employer has at least 50 employees within 75 miles of the employee's worksite.
- \*Special "hours of service" requirements apply to airline flight crew employees.

Generally, employees must give 30-days' advance notice of the need for FMLA leave. If it is not possible to give 30-days' notice, an employee must notify the employer as soon as possible and, generally, follow the employer's usual procedures.

Employees do not have to share a medical diagnosis, but must provide enough information to the employer so it can determine if the leave qualifies for FMLA protection. Sufficient information could include informing an employer that the employee is or will be unable to perform his or her job functions, that a family member cannot perform daily activities, or that hospitalization or continuing medical treatment is necessary. Employees must inform the employer if the need for leave is for a reason for which FMLA also has protection (other than a serious health condition).

Employers can require a certification or portfolio certification supporting the need for leave. If the employer determines that the certification is incomplete, it must provide a written notice indicating what additional information is required.

Once an employer becomes aware that an employee's need for leave is for a reason that may qualify under the FMLA, the employer must notify the employee if he or she is eligible for FMLA leave and, if eligible, must also provide a notice of rights or response letter under the FMLA. If the employee is not eligible, the employer must provide a reason for ineligibility.

Employees must notify the employer if leave will be designated as FMLA leave, and if so, how much leave will be designated as FMLA leave.

Employees may file a complaint with the U.S. Department of Labor, Wage and Hour Division, or may bring a private lawsuit against an employer.

The FMLA does not affect a federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

## BENEFITS & PROTECTIONS

## ELIGIBILITY REQUIREMENTS

## REQUESTING LEAVE

## EMPLOYER RESPONSIBILITIES

## ENFORCEMENT

1. EMPLOYEE'S NAME (Last, First, Middle Initial): \_\_\_\_\_

2. EMPLOYEE'S DEPARTMENT / DIVISION / OFFICE / UNIT: \_\_\_\_\_

4. LEAVE REQUESTED FOR / TAKEN ON:

FROM		TO		LEAVE		LEAVE	
Date	Time	Date	Time	HOURS	TYPE USED		
_____	_____	_____	_____	_____	_____	_____	
_____	_____	_____	_____	_____	_____	_____	
_____	_____	_____	_____	_____	_____	_____	

## CITY OF KETTERING, OHIO LEAVE REQUEST FORM

See Reverse for Employee Rights Under the Family & Medical Leave Act (FMLA)

3. LEAVE REQUEST SUBMISSION DATE: \_\_\_\_\_

5. TYPES OF LEAVE (Check applicable):

Personal / EDO                       \*Funeral Lv.

Vacation Lv.                               \*Job Injury Lv.

Sick Lv.                                       Military Train.

\*Other (explain below)

6. REASON FOR LEAVE & EMPLOYEE CERTIFICATION:

\_\_\_\_\_

I hereby request that leave be granted for the above reason. If for sickness or injury, I certify that I was too ill or unable to work, my absence was due to a medical emergency in my immediate family requiring my presence, or my absence was otherwise permitted by City policy.

Employee Signature: \_\_\_\_\_

7. APPROVED BY:

_____ Dept. / Div. Dir. Signature                      Date	_____ * Dir. of Human Resources Signature                      Date
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\* NOTE: Director of Human Resources or designee approval is required by some City policies, in certain cases.

**Complete and give to supervisor before taking leave or immediately upon return to work.**





For additional information or to file a complaint:

## 1-866-4-USWAGE

(1-866-487-9243) TTY: 1-877-889-5627

# www.dol.gov/whd







# Now it's easier than ever to see a behavioral health professional.

Behavioral health virtual visits provide quick and easy access to behavioral health professionals from your mobile device\*, tablet or computer.

## The value of behavioral health virtual visits:

- You can connect with a provider from the comfort of home.
- Convenient appointment times accommodate busy schedules.
- They're part of your behavioral health benefit through UnitedHealthcare. Costs and coverage may vary—please check your benefits for details.

## Use a behavioral health virtual visit for needs such as:

- Depression
- Anxiety
- ADD/ADHD
- Addiction
- Mental Health Disorders and Counseling

## To schedule a behavioral health virtual visit:

### 1 Visit [myuhc.com](https://myuhc.com)®

Visit [myuhc.com](https://myuhc.com) and sign in or register for an account.

### 2 Find a doctor.

Click Find a Doctor > Mental Health Directory > People > Provider Type > Telemental Health Providers.

### 3 Refine your search.

Refine search as needed, and choose a provider with the “telemental health provider” designation.

### 4 Call the provider.

Call the provider to set up a time.

\* Data rates may apply.

Virtual visits are not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. virtual visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times or in all locations.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates.

Administrative services provided by United HealthCare Services, Inc. or their affiliates.

[Facebook.com/UnitedHealthcare](https://www.facebook.com/UnitedHealthcare) [Twitter.com/UHC](https://twitter.com/UHC) [Instagram.com/UnitedHealthcare](https://www.instagram.com/UnitedHealthcare) [YouTube.com/UnitedHealthcare](https://www.youtube.com/UnitedHealthcare)

MT-1112566.2 5/18 ©2018 United HealthCare Services, Inc. 18-8027



# Virtual Visits. See a doctor whenever, wherever.

When you're sick and need care quick, a Virtual Visit is a convenient way to start feeling better faster.

With a Virtual Visit, you can see and talk to a doctor via mobile device or computer – 24/7, no appointment needed. The doctor can give you a diagnosis and prescription,\* if needed. And with a UnitedHealthcare plan, your cost is \$50 or less.

To get started with a Virtual Visit, go to [uhc.com/virtualvisits](https://uhc.com/virtualvisits).

## Get care in 20 minutes or less.

Use a Virtual Visit for these minor medical needs:

- Bladder infection/Urinary tract infection
- Bronchitis
- Cold/flu
- Fever
- Pinkeye
- Rash
- Sinus problems
- Sore throat
- Stomachache

## Prepare for your Virtual Visit.

Have these 3 items ready to register and complete your Virtual Visit:

- Health plan ID card
- Credit card
- Pharmacy location

\* Prescription services may not be available in all states.

\*\* Based on analysis of 2016 UnitedHealthcare ER claim volumes, where ER visits are low-acuity and could be treated in a Virtual Visit, PCP, or urgent/convenient care setting.

Virtual visits are not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. Virtual visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times or in all locations.

Insurance coverage provided by or through UnitedHealthcare Insurance Company and its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates. Health Plan coverage provided by or through a UnitedHealthcare company.



## Virtual Visits can save time and money.

An estimated 25 percent of ER visits could be treated with a Virtual Visit – which brings a potential \$1,700 cost down to \$50.\*\*

# EmployeeCare Program

As a leading company in the Miami Valley area, you know that finding and retaining top quality associates is important to your business' bottom line. Developing and offering a comprehensive benefits package helps you reach this goal. Also, by adding an Employee Assistance Program (EAP) to the care and services you extend to your employees, you are ensuring they have all the tools and resources available to do their best at work. EmployeeCare can help you get there.



## Where Employees Go For Help

For an employee to be at his or her professional best, they must be able to manage the life issues they face. Too many times, employees experience difficulties in their work and personal lives that ultimately negatively impact their job performance. Where can they go for help? EmployeeCare is a comprehensive counseling service offered to employees, through their employers, to assist with short term counseling services. The services are designed to help the employee sort out feelings and resolve personal or work problems.

### EmployeeCare supports employees issues with:

- Family problems
- Couple or marital problems
- Work-related problems
- Emotional problems (anxiety or depression)
- Financial worries
- Alcohol and/or drug abuse
- Stress management/conflict resolution

### Our services include:

- Short-term counseling
- 24-hour crisis hotline
- Assessment and referral
- Onsite services
  - Wellness seminars
  - Manager training
  - BWC Drug Free workplace training for supervisors and employees
  - Critical incident debriefing
  - Employee orientation

All information shared by employees is kept strictly confidential. To ensure a robust resource to help with issues affecting the family, EmployeeCare is available not only to the employee, but anyone living in their household.

### Accredited Counselors

EmployeeCare provides counseling, referral and follow-up by licensed professional counselors, certified employee assistance professionals, substance abuse professionals and licensed independent chemical dependency counselors.

To ensure full support of the greatest resource of your company – your employees – take advantage of EmployeeCare today. Call Brenda Moore, Program Manager, at **(937) 208-6626** for a presentation on how we can help.

### EmployeeCare

3170 Kettering Blvd., Bldg. B  
Dayton, Ohio 45439

### Appointments:

Monday - Friday  
(evening appointments available)

**(937) 208-6626**

**(800) 628-9343**

### 24-hour crisis line:

**(937) 208-6626**

**(800) 628-9343**

### Locations:

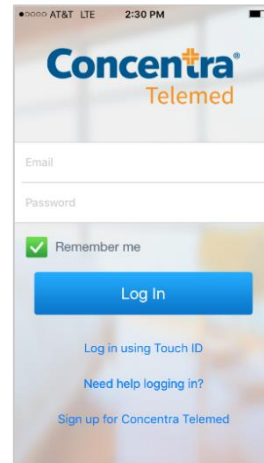
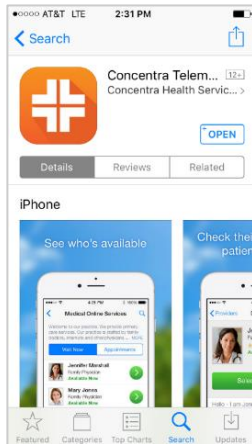
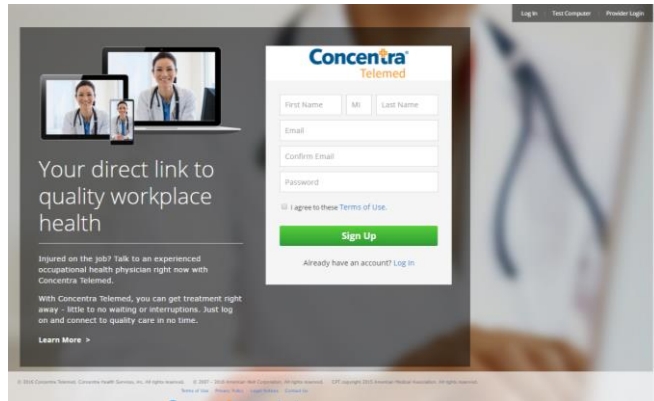
Centerville	Greenville
Dayton	Springboro
Eaton	Troy







## Patient Journey: Use a computer or smartphone to get treatment for initial injuries



- 1. Access to a quiet, private location for the visit.**  
The employee will need this for a privacy.
- 2. A computer, smartphone, or mobile device with a webcam and microphone.**  
Concentra Telemed and Telerehab need video to work.
- 3. A valid photo ID or driver's license.**  
It is also helpful to provide the "How to Use" document for access instructions.
- 4. An internet connection and active email address.**  
The employee will need this to connect to their telemedicine visit.
  - Desktop/laptop – [www.concentratelemed.com](http://www.concentratelemed.com)
  - Tablet/smartphone – Download the Concentra Telemed app via the Apple App Store or Google Play.
  - We recommend using Google Chrome for the best experience.
- 5. Support**  
Both employers and patients can contact [telemed@Concentra.com](mailto:telemed@Concentra.com) for technical support and to address any questions on care delivery, case process, etc.



## Telemed – Authorization for Examination or Treatment

### City of Kettering

Today's Date: \_\_\_\_\_

Authorized By: \_\_\_\_\_ Title: \_\_\_\_\_  
*(Please Print)*

Phone: \_\_\_\_\_

Patient Name: \_\_\_\_\_

Date of Injury: \_\_\_\_\_

Work Related:  Injury

Illness

Notes to patient:

**Patient must show Authorization Form to the Care Coordinator when checking in on-line in the virtual waiting room.**

**Patient must present a Photo ID at time of service.**