

The following health and wellness resources are available to you and your family.

What You Should Know About COVID-19

We encourage you to check trusted website resources such as the following for the most up-to-date information.

- The Centers for Disease Control has published a one-page [Fact Sheet](#) to help you avoid unnecessary fear, better understand preventive actions you can take, and know the symptoms associated with COVID-19.
- [CDC: Coronavirus 2019 \(COVID\) Overview](#)
- World Health Organization (WHO): [Coronavirus 2019 \(COVID\) Overview](#)

Concerned About Symptoms? — Contact the Following

Teladoc: member.teladoc.com/railroad/

or call **1-800-Teladoc (835-2362) 24 hours a day, 7 days a week**

If you are concerned that you or a family member may have symptoms, Railroad employees and their covered dependents have access to Teladoc for a virtual visit or conversation with a U.S. board-certified physician using your phone, computer or tablet. Teladoc doctors can answer questions about the Coronavirus, evaluate your risk, provide support, and help with next steps when necessary. **If you have never registered with Teladoc, we encourage you to register now rather than when you need the service.**

Feeling Stressed or Anxious? — Contact the Following

Behavioral Health/Optum Help Line:

1-866-342-6892 (toll free) 24 hours a day, 7 days a week

The emotional support help line provides access to specially trained mental health specialists to assist with managing stress and anxiety in order to continue to address everyday needs. It is available 24/7 and open to you, your family, and anyone else for as long as necessary.

Callers may also receive referrals to community resources to help them with specific concerns including financial and legal matters. Online resources available for crisis support and coping: [Liveandworkwell.com](https://liveandworkwell.com) (access code “Railroad”).

HealthAdvocate: 1-866-799-2690 (toll free) 24 hours a day, 7 days a week

If you are feeling anxious, worried, helpless, angry, or unfocused due to the Coronavirus pandemic, you're not alone. Health Advocate has many resources available to you through

our call center in addition to a special video regarding the psychological effects of coronavirus. With our 15-minute webinar recording, you'll learn tips and strategies to keep your emotions in check during this difficult time. You'll learn about effective coping techniques, how to best protect yourself and others, and where to go for more information, watch here: [Coronavirus: The Psychological Effects](#).

Medical Care and more:

Railroad HEALTHLINK: 1-866-735-5685 (toll free) 24 hours a day, 7 days a week

Free telephone access to registered nurses is available 24 hours a day, 7 days a week regardless of health plan membership.

Aetna: 1-833-327-2386 (toll free) 24 hours a day, 7 days a week

For information on expanded member resources, such as zero cost coronavirus testing and doctor visits, help finding in-network care, and more, click here: [Aetna.com](#). You can also get behavioral health support, and other services through Aetna's Resources for Living, an Employee Assistance Program, regardless of health plan membership. Resources for Living offer counseling and support for COVID-19, coping with stress and anxiety. Call the toll-free number above, or for additional online information including videos, webinars, and articles, click here: [Resources for Living](#).

Highmark/Blue Cross Blue Shield: 1-866-267-3320 (toll free) Mon-Fri 8 a.m.-8 p.m. ET

For information on expanded member resources, such as zero cost coronavirus testing and doctor visits and more, click here: [highmarkbcbs.com](#). For health care questions and help finding in-network health care services, use the toll-free phone number above.

UnitedHealthcare: 1-866-735-5685 (toll free) 24 hours a day, 7 days a week

For information on expanded member resources, such as zero cost coronavirus testing and doctor visits and more, click here: [uhc.com](#). There is also free telephone access to registered nurses 24 hours a day, 7 days a week regardless of health plan membership. Help finding health care services is available through the toll-free phone number above, and through the [UnitedHealthcare member app](#) or [member website: myuhc.com](#).

Prescription Drugs:

Accredo and Express Scripts: 1-800-842-0070 (toll free) 24 hours a day, 7 days a week, [express-scripts.com](#)

Questions or concerns about your individual situation? Express Scripts pharmacists available 24/7 from the privacy and safety of your home. If you currently fill 21-day supplies,

take steps to protect yourself by getting your medication delivered right to your home. You can get up to a 3-month supply of your long-term medicine through mail-order as well. Standard shipping is included as part of your prescription plan at no cost to you. More information online, including how home delivery can help. For additional information pertaining to COVID-19, please go to: <https://www.express-scripts.com/covid19/index.html>.

Supplemental Sickness:

Aetna: 1-800-205-7651 (toll free) Mon–Fri 8 a.m.–8 p.m. ET

The Railroad Employees Supplemental Sickness Benefit (SSB) is a Short Term Disability type plan that supplements Railroad Retirement Board (RRB) Sickness Benefits. Claims must be filed with and approved by the RRB to be eligible for Supplemental Sickness Benefits. File your SSB claim with Aetna Group Benefits at the same time as you file for RRB Sickness Benefits by calling or filing online: www.aetnadisability.com.

Trustmark: 1-800-504-9052 (toll free, dedicated Yardmaster line) Mon–Fri 8 a.m.–5 p.m. ET

Plan members with questions about their benefits can contact Trustmark via phone or email: LDMAIL@TrustmarkBenefits.com.

Advanced Care Planning:

Vital Decisions: 1-833-364-6896 (toll-free) Mon–Fri 9 a.m.–8 p.m. ET

As behavioral health experts, Vital Decisions Specialists empower individuals with serious illness and those that care for them as active participants in their health care decision-making. The care alignment and advance care planning support of the specialists includes guidance in navigating the new health unknowns related to the COVID-19 outbreak. During this time, Vital Decisions Specialists will assess your well-being and unmet needs, intervene to support alignment of care with goals and values, provide compassionate support, answer questions, and direct members to other Railroad resources that might be of value.

Life – Counseling Services:

LifeWorks (MetLife): 1-888-319-7819 (toll free) 24 hours a day, 7 days a week

Confidential counseling services are offered through LifeWorks with MetLife's Life insurance coverage for union members. Whether it's coping with a loss or a major life event, professional counselors and services are offered to support members and their families. Online resources are also available through the Grief Counseling website:

[MetLife Grief Counseling Website](#).

Vision:

EyeMed: 1-866-652-0018 (toll free) Mon-Sat 7:30 a.m.-11 p.m. ET; Sun 8 a.m.-8 p.m. ET

If you've lost, broken or damaged your eyewear, emergency (temporary) replacement glasses can be sent to you or an eligible dependent, at no cost, with overnight shipping (must call by 2:30 p.m. ET for same-day processing). Online information is available:

<https://eyemed.com/en-us>.

Dental:

Aetna Dental: 1-877-238-6200 (toll free) Mon-Fri 8 a.m.-6 p.m. ET

The Member Services team is able to assist members with locating in-network providers, answer questions about dental services or treatment, and verify benefits.