

Employee Information Regarding Benefits



Medical:

To slow the spread of infection it is recommended that employees and dependents call the 24/7 advice lines or schedule a telehealth video appointment with a provider before seeking in person care. See below for contact information:

- **Kaiser Permanente:** The 24/7 Medical Advice Line can be reached at **866-454-2255**, and video appointments can be scheduled at www.kp.org/mydoctor/videovisits
- **Anthem Blue Cross:** The 24/7 NurseLine can be reached at **800-700-9184**, and video visits with a provider can be scheduled online through LiveHealth at www.anthem.com/ca

Kaiser and Anthem have waived out of pocket costs for the screening, testing, and treatment of COVID-19 from doctors, hospitals, and other health-care professionals for through May 31, 2020. Prescription drug copays for prescriptions filled at a pharmacy or through mail order will still apply. Telehealth costs have also been waived for both providers.

Employee Assistance Program (EAP):

Please remember to utilize the Employee Assistance Program during this time. Telehealth options are available. Please call MHN 24/7 at **1-888-800-0059**, or visit www.members.mhn.com

Company Codes	
Sworn:	sanjosesworn
Non-Sworn:	sanjosenonsworn

Flexible Spending Accounts:

Over the Counter (OTC) medications are now reimbursable under Flexible Spending Accounts and Health Savings Accounts without requiring a prescription. This provision is retroactive to January 1, 2020.

Menstrual care products are now reimbursable as eligible expenses, including tampons and pads.

Dependent Care - as childcare needs change, usage for dependent care may change. Participants may change their election by contacting P&A.

*Note: Not all merchants will have newly eligible OTC/menstrual care products coded immediately for point-of-sale debit card purchases. P&A has always and will continue to process manual claims for eligible products. For questions, please contact P&A Group at **800-688-2611** or www.padmin.com*

Deferred Compensation:

Voya representatives will continue to be available for phone meetings and by email. Voya's online appointment tool can be found at <https://csj.timetap.com/>

- Peter Ng: **408-386-6061** / Peter.Ng@voya.com
For participants from the following departments: Airport, Independent Police Auditor, Library, PRNS, Police, and DOT.
- Nancy Agaiby: 408-892-0744 / Nancy.Agaiby@voya.com
For all other departments not listed above

Note: The City is reviewing the new provisions applicable to 457 retirement plan loan distributions, withdrawals and required minimum distributions (RMDs) and will work with the Attorney's Office and Deferred Compensation Advisory Committee to understand provisions and any intended action.

For more information on COVID-19 and benefits please visit the [HR Benefits Website](#) or if you have questions please contact Human Resources Benefits at HRBenefits@sanjoseca.gov