

# COVID-19 Stakeholder Resource Guide (3.25.2020)

The New Jersey Division of Pensions and Benefits (NJDPB), on behalf of the State Health Benefits Program (SHBP) and School Employees Health Benefits Program (SEHBP) is taking action to protect the health and safety of our members and their families in the wake of the 2019 Coronavirus (COVID-19) outbreak.

NJDPB has developed this toolkit to help you, as a key stakeholder involved with SHBP/SEHBP members, stay informed on various initiatives and other important information available on the COVID-19. Please review these materials and share as you see, bookmark the page, and check back often for the most up-to-date info from NJDPB and our multiple vendor partners.

\*Please note that this document will be updated, as appropriate, and recirculated with an updated date.

## Horizon BCBSNJ Information and Communications:

- Member FAQ <https://www.horizonblue.com/coronavirus-2019>
- COVID Resource Document in Spanish <https://www.horizonblue.com/es/coronavirus-2019>
- Provider FAQ <https://www.horizonblue.com/providers/news/news-legal-notice/covid-19-response-eliminating-cost-sharing-qualified-network-telemedicine-services>
- Provider News and Legal Notices page <https://www.horizonblue.com/providers/news/news-legal-notice>
- Member Email Regarding Waiver of Cost-Share <https://www.horizonhealthnews.com/horizon-eliminates-cost-sharing-for-qualified-in-network-telemedicine-services/>
- Telehealth and Telemedicine Flyer <https://www.horizonblue.com/shbp/tools-services/horizon-careonline-telemedicine>
- Video Intro to Telemedicine:  
<https://www.horizonblue.com/shbp/tools-services/horizon-careonline-telemedicine>

## Aetna Information and Communications (Medicare Advantage Members):

- **Member General Resources**
  - [COVID-19 - What you need to know \(FAQ\)](#) Includes latest information on benefit and program changes as well as other frequently asked questions
- **Provider Resources**
  - [COVID-19 - Provider Letter](#)
  - [COVID-19 - Provider FAQ](#)
- **Coping (The Resources For Living® program)**
  - Access EAP resources via **The Resources For Living® program** by calling 1-866-370-4842 (TTY: 711)
  - Videos and Webinars
    - [How you can stay safe \(Video\)](#)
    - [Managing COVID-19 anxiety and stress \(pre-recorded webinar\)](#)
    - [Managing COVID-19 anxiety and stress \(Webinar Transcript\)](#)
    - [Coping with COVID fears \(pre-recorded Webinar\)](#)
    - [Coping with COVID fear \(Webinar Transcript\)](#)
  - Flyers
    - [Coping with COVID fears \(Flyer\)](#)
    - [Ways to stay CALM \(Flyer\)](#)
    - [Ways to stay connected \(Flyer\)](#)
    - [Things to do while staying home \(Flyer\)](#)
  - Preparedness Guides
    - [COVID-19 Preparedness Guide-Member Resources](#)
    - [COVID-19 Preparedness Guide-Caregivers Resources](#)
- **Targeted resources and initiatives**

- **Through Aetna's Healing Better program, members who are diagnosed with COVID-19 will receive a care package** containing CVS over-the-counter medications to help relieve symptoms. The package will also include personal and household cleaning supplies to help keep others in the home protected from potential exposure.
- Through existing care management programs, **Aetna will proactively reach out to members most at-risk for COVID-19.** Care managers will walk members through what they can do to protect themselves, where to get information on the virus, and where to go to get tested.
- **As always, members have access to:**
  - Crisis response lines — just call 833-327-AETNA (2386).
  - 24x7 access to the Aetna Nurse Medical Line for all Aetna members, so that you can call 1-800-556-1555 anytime.

#### Optum Rx

- Optum Member FAQ - <https://www.optumrx.com/content/dam/openenrollment/pdfs/state-of-new-jersey/optum-faq-regarding-covid-19.pdf>
- COVID Client FAQ <https://www.optumrx.com/content/dam/openenrollment/pdfs/state-of-new-jersey/optumrx-direct-covid-19-client-faq.pdf>
- Member Communication Regarding Mail Order  
<https://www.optumrx.com/content/dam/openenrollment/pdfs/state-of-new-jersey/optum-member-letter-regarding-mail-order.pdf>

#### Additional Mental Health Resources

- **myStrength** - Digital Health App available to SHBP/SEHBP Members at no cost for 90 days during COVID-19
  - Digital Health App based in clinical models like cognitive behavioral therapy, acceptance and commitment therapy, positive psychology, mindfulness, and motivational interviewing to improve and sustain health and well-being: [Here is a link to how your Members can access these resources](#)
- **Wellbeats**, a virtual fitness training vendor that offers on-demand fitness classes, anytime and anywhere, is offering free access to their platform through April 30th for Aon clients. There are over 500 exercise, mindfulness and nutrition classes and can provide fitness for the whole family: [Wellbeats Virtual Fitness](#)

Be sure to follow us on Facebook to get valuable information and updates! [NJWell](#) and [NJDPB](#) !

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- Optum Member FAQ <https://www.optumrx.com/content/dam/openenrollment/pdfs/state-of-new-jersey/optum-faq-regarding-covid-19.pdf>
- COVID Client FAQ <https://www.optumrx.com/content/dam/openenrollment/pdfs/state-of-new-jersey/optumrx-direct-covid-19-client-faq.pdf>
- Member Communication Regarding Mail Order  
<https://www.optumrx.com/content/dam/openenrollment/pdfs/state-of-new-jersey/optum-member-letter-regarding-mail-order.pdf>

#### Direct Primary Care Medical Home Communications

- Paladina- <https://www.paladinahealth.com/clients/state-new-jersey-horizon-bcbs/VirtualCare>
- RHealth Member Flyer regarding Virtual Access to R-Health Providers: <https://www.r-health.md/virtual/>

**CMS Coronavirus Partner Tool Kit** – links to federal agencies involved in COVID response

- <https://www.cms.gov/outreach-education/partner-resources/coronavirus-covid-19-partner-toolkit>

Horizon Health Guide: 1-800-414-SHBP (7427)

Aetna SHBP/SEHBP Customer Service: 1-877-782-8365

Optum SHBP/SEHBP Customer Service: Active and Non-Medicare Retirees 1-844-368-8740

Medicare Retirees 1-844-368-8765