



COVID-19 FAQ's and RESOURCES

April 10, 2020

As Wyoming Financial Insurance, Inc. is closely monitoring the COVID-19 situation, educating and assisting our valued clients remains a top priority. While the situation is very fluid, we are committed to providing updates from our carriers as they navigate the COVID-19 pandemic.

Below you will find a select list of **Frequently Asked Questions**, along with links to carrier-specific resources. Please keep in mind that carriers may be handling situations differently, and any information provided in this document is intended to give insight to basic questions that may arise during this unprecedented time.



CARRIER LINKS

- Aetna
- Alliance
- Allied National
- Cigna
- Delta Dental of WY
- Guardian
- Hartford
- Lincoln Financial
- MetLife
- Mutual of Omaha
- Nationwide
- Principal
- Reliance Standard
- Sun Life
- The Standard
- United Healthcare
- UNUM
- VSP

OFFLINE RESOURCES (contact us)

- ABA
- American Trust Administrators
- National General
- Wyoming Chambers (WCHBP)

How is my carrier covering COVID-19 testing and treatment?

Nearly all carriers have indicated they will include COVID-19 testing as a "preventive" service to in-network providers, meaning that the testing will be covered 100% by your plan. Some carriers have gone even further, choosing to cover all COVID-19 related testing and treatment 100%. Please refer to your carrier link for more information.

Does my medical plan provide telemedicine coverage? If so, how does it work?

Many plans do include telemedicine programs such as Healthiest You, MDLive, Teladoc, and Call-A-Doc. These programs provide 24/7 virtual access to care from your own home, getting you the care you need – including many prescriptions. For more information on your particular plan and its telemedicine services, please refer to your carrier link or contact our office.

What if my employees' hours are reduced below 30 hours per week? Will they still be eligible to remain on the benefit plan?

Most carriers have relaxed their eligibility guidelines and are allowing coverage to continue even though many employees are not meeting the 30-hour-per-week full-time employee definition. Please refer to your carrier link for more information.

If I have to temporarily lay off employees, can they remain on my benefit plan?

These particular situations are unique, and we recommend contacting your Wyoming Financial Insurance agent to discuss your options. We will help you explore your options to reach an informed decision that is best for both your employees and your business.

If I terminate an employee, will the employee have access to coverage?

Most plans offer a form of continuation coverage in the event that an employee is terminated. COBRA-eligible groups will be required to treat the termination as any other normal termination. State continuation may be available for smaller employers that do not fall under the federal COBRA guidelines. Our team is here to help with all situations, and we encourage you to reach out to us for guidance and assistance.

ADDITIONAL LINKS



World Health Organization



U.S. Small Business Administration



Wash your hands often with soap and water **for at least 20 seconds**, especially before eating.



Avoid close contact with people who are sick.



Avoid touching your eyes, nose, and mouth.



Stay home when you are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Clean and disinfect frequently touched objects and surfaces.

WHAT TO DO IF YOU ARE FEELING SICK



If my former employees are not able to afford COBRA or state continuation coverage, what are their options for health insurance?

At Wyoming Financial Insurance, we have solutions for employees in this situation, such as a short-term medical policy. We are happy to reach out to your former employees in these situations and help them explore an affordable option.

If I terminate my benefit plan altogether, will my terminated employees have the option for COBRA or state continuation coverage?

Unfortunately, terminating an entire plan will remove the option for COBRA or state continuation coverage, as technically the plan no longer exists. In these situations, we are happy to help assist any former employees on finding another form of coverage.

Will I be able to waive the waiting period for a re-hire of a terminated employee due to COVID-19?

The majority of carriers have relaxed the reinstatement rule for re-hired employees that were terminated as a result of the COVID-19 pandemic. For more information, please refer to your carrier's link or contact our office.

If a spouse and/or child(ren) of one of my covered employees loses their coverage from another plan, can they join our plan?

In most cases, yes. This is considered a "qualifying event," and would allow your employee to make the coverage addition. Keep in mind; most carriers require that the addition be made within 30 days of the qualifying event. Once this window closes, the employee would lose the ability to add them to your plan as it relates to this specific qualifying event.

What should I do if I cannot make my premium payment?

All carriers have expressed a desire to work with employers in the event that a premium payment cannot be made. Please contact our office immediately, and we will work with both you and your carrier to find a solution to maintain coverage.

If I am offering a short-term disability policy as part of my benefit package, how will COVID-19 situations be covered?

Carriers are currently indicating that a claim may be payable if the "definition of disability" is met. Please refer to your ancillary carrier's link for more details.

I see that Congress has passed a \$2.2 trillion stimulus bill. Is my business eligible for financial support from this bill?

Nearly all small businesses (under 500 employees) are eligible for the Paycheck Protection Program. This "loan" can provide up to 2.5x your business's average monthly payroll. These funds are to be used for business expenses that include payroll, group health care benefits, rent, utility, and mortgage interest. Best of all, these loans are eligible for loan forgiveness (essentially turning them into a grant). For more information, we have included the U.S. Small Business Administration's website link under the "Additional Links" section of our newsletter.

Click here to contact your



agent!