



Coronavirus Closure Update

Employee Info Bulletin

March 16, 2020

Thank you for your ongoing cooperation and commitment as we continue to navigate the mandatory school closing. The leadership team is dedicated to ensuring that all employees stay informed during these ever-evolving circumstances.

Presented below is additional information intended to keep you informed. As always, if you have any questions, your supervisor will serve as your main point-of-contact.

Employee Reporting

In keeping with the guidelines issued by the Centers for Disease Control (CDC) and the mandate issued by Governor Ralph Northam, Newport News Public Schools is practicing social distance protocols and eliminating large gatherings of people.

During the mandatory school closure (March 16 – March 27), most school-based employee groups are expected to e-commute (work from home); Senior level administrators, principals and supervisors will also e-commute. All employees shall take direction from their principal or supervisor regarding assigned responsibilities and other work products, and are expected to respond to emails, phone calls, etc. during normal working hours.

Members of the following employee groups may be asked to report to work by their supervisors to assist our students and families:

- Child Nutrition Staff
- Custodial Staff
- Plant Services
- Security Officers
- Technology Staff
- Other groups as directed by their supervisor

Employees who have a fever, cough or other flu-like symptoms should stay home (see chart below for helpful information; as always, employees are encouraged to see a healthcare provider). Employees with documented, compromised immune systems or chronic respiratory illnesses should remain home and notify their supervisor.

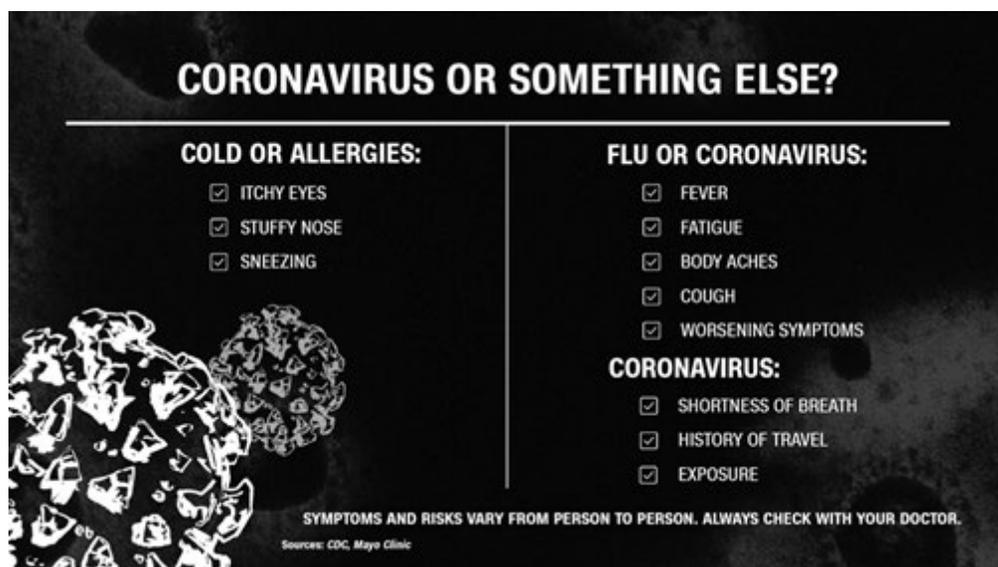
Liberal leave is in effect for employees with childcare challenges, and employees who have family members who are homebound that require care and/or assistance. Please notify your supervisor if you need to use liberal leave.

All contracted employees and designated employee groups will be paid during the two-week closure in accordance with NNPS procedures for overtime pay for non-exempt employees during an emergency/inclement weather.

Health and Wellbeing

All employees are encouraged to follow CDC guidelines and the advice of their healthcare professional to ensure their health and wellbeing.

While the coronavirus should be taken seriously, the chances of any individual person getting it are still low. But if you're wondering whether that stuffy nose could end up being a worst case scenario, the CDC and the Mayo Clinic have posted the following about the differences between typical allergy, cold and flu symptoms, and ones associated with the coronavirus.



Optima Health Resources

If you are covered on the Optima Health plan through NNPS, we encourage you to seek medical services through a virtual visit by accessing your MDLIVE benefit for the common conditions shown on the attached MDLIVE flyer. You can access the benefit as follows:

- Optima Health mobile app [Download from the App Store (Apple) or Google Play (Android)] Sign in to your member account and access Virtual Visit from the main options.
- OptimaHealth.com: Sign in to your member account and access Virtual Visit from the main options.

If accessing MDLIVE for the first time, you will need to complete the medical history profile. For detailed information, view the MDLIVE flyer (see attachment).

As part of its commitment to improving health in the communities we serve, Optima Health announces it will help members manage testing and treatment for the novel coronavirus, also known as COVID-19.

Optima Health will:

- Waive out-of-pocket member costs associated with COVID-19 diagnostic testing at any in-network lab locations for all commercial, Medicaid or Medicare Advantage members.
- Offer telehealth visits free to members (i.e., no member co-pays or cost-share) for the next 90 days for in-network virtual care partners.

Dr. Thomas Lundquist, M.D., SVP and chief medical officer at Optima Health stated, “We encourage patients to seek medical care via primary care and through our telehealth options, such as MDLIVE, to avoid potential risk of infection by gathering in emergency rooms and urgent care facilities. To help you and your family stay healthy, you should take the recommended steps to help prevent the spread of this illness or other illnesses, including the flu.

For more information and updates on COVID-19, please visit the Centers for Disease Control and Prevention website. Members may also track the latest updates at:

<https://www.sentara.com/hampton-roads-virginia/coronavirus.aspx>. We also have a new landing page on our Optima Health website dedicated to COVID-19 questions. You can access that here: <https://www.optimahealth.com/members/updates/coronavirus>.

Employee Assistance Program

All employees can access Optima Employee Assistance Program (EAP) via OptimaEAP.com. The login is “NNPS.”

The NNPS Employee Assistance Program is available to staff and their household members - any day, any time, at no cost to you.

Optima EAP has licensed clinical professionals who are there to help. For confidential appointments, call 1-800-899-8174 or 757-363-6777. Optima EAP will be utilizing our telephonic and virtual counseling services if requested by a client, chosen by the clinician, and on a case-by-case basis.

Our plans may change depending on how COVID-19 impacts our community in the coming days and weeks.

Additional information has been posted to our [FAQ page](#) on the division website. Thanks for all you do for our students and families.

Virtual Appointments

Empowered by: **MDLIVE**[®]

Virtual Care, Anywhere.

Optima Health has partnered with MDLIVE, a national telehealth company, to expand access to quality, convenient healthcare through the offering of virtual appointments. As an Optima Health member, you are able to take advantage of this benefit for the cost of a normal Primary Care Doctor visit.

What is MDLIVE?

With MDLIVE, you can visit with a doctor virtually from your home, office, or on the go. Our Board Certified doctors, licensed in Virginia, are available anytime, anywhere, 24/7, by phone or secure video. Our doctors can diagnose your symptoms, prescribe medication, and send prescriptions to your pharmacy of choice.*

What would I use it for?

MDLIVE is designed to handle non-emergency medical issues. You should not use MDLIVE if you are experiencing a medical emergency. MDLIVE is not intended to replace your primary care doctor for common or chronic conditions, but rather serve as a complement that provides another option when you need quality and convenient healthcare. For a minor illness in the middle of the night, on a holiday, or in the middle of a packed work week, a virtual doctor's appointment can sometimes substitute a doctor's office, urgent care, or an emergency room visit.



When should I use MDLIVE?

- Instead of going to the ER or an urgent care center for a non-emergency issue;
- During or after normal business hours, nights, weekends and even holidays;
- If your primary care physician is not available;
- To request prescription refills when appropriate (see prescription policy*); or
- If traveling and in need of medical care

Who are the doctors?

Doctors in the MDLIVE network in Virginia are U.S. Board Certified in Internal Medicine, credentialed through Optima Health, and include Family Practice, Emergency Medicine, Pediatrics, as well as Licensed Therapists able to treat a wide range of patients and conditions. Sentara doctors will also be invited to participate in this virtual network over time as this convenient healthcare option continues to grow. Just make sure to let your primary care doctor know about your MDLIVE visit.

How do I get started?

Accessing MDLIVE is easy. To begin using MDLIVE, activate your account online or by phone.

 mdlive.com/optima

 1-866-648-3638

OptimaHealth  **Virtual Consult Benefit**



Provided by

MDLIVE[®]

Virtual Care, Anywhere.

Continued on other side

Optima Health Appointments, Empowered by MDLIVE

Common Conditions

General Health

Acne
Allergies
Asthma
Bronchitis
Cold & Flu
Constipation
Diarrhea
Ear Ache
Fever
Headache
Infections
Insect Bites
Joint Aches
Nausea
Rashes
Sore Throat



Pediatric Care

Cold & Flu
Constipation
Ear Ache
Fever
Nausea & Vomiting
Pink Eye

Mental Health

Child Behavior & Learning Issues
Coping With Loss & Grief
Financial Hardship
Relationship & Family Issues
Marital Problems
Parenting Counseling & Advice
Problems at Work
Stresses & Challenges of Everyday Life

Now healthcare is in your hands.
Connect with Board Certified doctors
or licensed therapists.

Anytime. Anywhere. On your terms.

MDLIVE board-certified doctors including pediatricians are available 24/7 for non-emergency conditions:

- Cold / Flu
- Respiratory problems
- And more
- Prescriptions (if needed)

Behavioral health sessions also available

www.mdlive.com/optima

+1 (866) 648 3638

Visit www.mdlive.com/optima or
Call 1-866-648-3638.

MDLIVE does not guarantee that a prescription will be written. MDLIVE does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. MDLIVE physicians reserve the right to deny care for potential misuse of services.

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