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COVID-19 EMPLOYEE NEWSLETTER APRIL 2020



To help Baptist Health employees find COVID-19-related employee information in one place, we've put together this newsletter. Much of this information has been shared previously and is also housed on [Baptist Health on the go!](#) and on [Boca Regional's](#) version of the site under the **COVID-19** tile and the **Employee Support** tile.

HOW TO STAY ENGAGED AND INSPIRED

**"We're All In" For Kindness**

Help show each other "We're All In" for kindness by sending encouraging messages through our **#PineappleProud +**

**Strong** movement. To participate, check out the promotional video on [PineappleProud.net](#). Each Friday, a weekly *Wave of Inspiration* recap video will be sent out (and posted to PineappleProud.net) to showcase all the amazing submissions received throughout the week. Check out the latest video ([watch from your phone](#) | [watch from your computer](#)).

Be part of the movement by sending your #PineappleProud and #PineappleStrong photos, inspirational chalk art and stories of kindness to [PineappleProud@baptisthealth.net](mailto:PineappleProud@baptisthealth.net) or post them on Yammer.



**Hearts to Stay Strong**

Baptist Health has developed a campaign for South Florida to show its support of healthcare workers and other front line community heroes. Visit [StayStrongSouthFlorida.com](#) and print out or create your own heart to decorate and display. Snap a photo of the heart and post it to social media, tag [@BaptistHealthSF](#) with [#HeartsForHealthcareWorkers](#) and [#StayStrongSouthFlorida](#). The images will be posted periodically on Baptist Health's social media channels to highlight the community's support of our healthcare heroes.



HOW TO KEEP INFORMED

**Baptist Health on the Go!**

You can get the latest employee information regarding Coronavirus from our mobile-friendly site *Baptist Health on the go!*, which can be accessed from anywhere at any time. Type [baptisthealth.net/go](#) (or [boca.baptisthealth.net](#) for Boca Regional and BocaCare) on your phone, computer or tablet.

**New Employee Support Resource Hub**

Baptist Health has developed a new online hub to house information about resources being offered to help employees navigate the challenges emerging from the COVID-19 pandemic. [CLICK HERE](#) or visit [EmployeeSupport.baptisthealth.net](#) to access the information. From emotional support and counseling to various webinars and articles to help cope with





stress and uncertainty, to a listing of financial resources and community stores that are extending hours and/or offering discounts to Baptist Health employees — you can find it all within the mobile-friendly Employee Support site. If you have any additional needs for which you'd like us to locate or develop resources, email [HRQuestions@baptisthealth.net](mailto:HRQuestions@baptisthealth.net).

## BENEFIT DETAILS AND RESOURCES

### Additional Prescription Plan Offerings

CVS/Caremark is waiving early refill limits on 30-day prescriptions for maintenance medications and its home delivery charges from any in-network pharmacy. Employees are encouraged to take advantage of these waivers and refill all 30-day maintenance medications now to avoid any potential shortages. Baptist Health Prescription Plan members call Customer Care at **1-844-345-1255** with any questions. Boca Regional Prescription Plan members call **1-800-334-8134** with any questions.



### Baptist Health Specialty Pharmacy Hotline

A new hotline has been established specifically for Baptist Health employees and their families who are having a difficult time locating certain medications during this pandemic. For more details, and to inquire about certain medications, please contact the hotline at **786-595-1510**.



## New Services for Baptist Health Medical Plan Members

Baptist Health has expanded access to care by waiving all of our medical plans' deductibles, copays and coinsurance for diagnostic testing, office visits, emergency room visits and inpatient treatment for COVID-19 or associated health complications. Aetna, UnitedHealthcare and Cigna have also adjusted their services for members in response to COVID-19 and the state's Stay at Home order. Below are some of the additional offerings, many of which are free, from each plan:

#### Aetna

- Crisis Response Lines have opened to help members with anxiety. Call **1-833-327-2386**.
- Access to a nurse, 24 hours a day, 7 days a week at **1-800-556-1555**.

#### UnitedHealthcare

- A free Emotional Support Help Line has been activated to help those with anxiety. Call **1-866-342-6892**.
- Access to a nurse, 24 hours a day, 7 days a week at **1-800-436-9117**.

#### Cigna (Boca Regional Employees)

- A 24-hour telephone help line has opened to assist members with anxiety. Call **1-866-912-1687**.
- High Deductible Health Plan (HDHP) participants will have access to outpatient testing without having to satisfy the plan's high deductible or disqualifying participants' health savings accounts (HSAs).

## Telehealth Visits for Regular Care

For care not related to COVID-19, all Baptist Health medical plans will cover telehealth visits with your network's providers (primary care physicians, specialists, etc.) just as they would for in-person visits. These virtual visits over the phone or through videoconferencing are covered in the same way that other provider visits are covered, subject to a deductible, copay or coinsurance.



**Not feeling well?  
Be safe, stay home.**

See our doctors from your phone.

**FREE visit\***  
Code **CARE19**

 **CARE**  
ONDEMAND



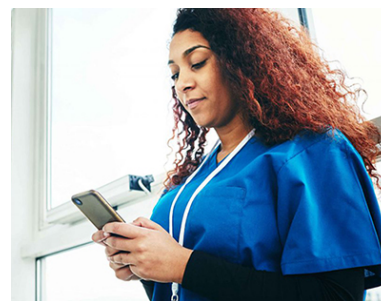
## Baptist Health Care On Demand

Baptist Health medical plan participants and their enrolled dependents receive unlimited urgent care telehealth visits at no charge. Others can use Code **CARE19** for a free visit.

## SUPPORT YOU CAN COUNT ON

### Virtual Employee Support Groups

To help employees gain emotional support, improve coping strategies, build resiliency and promote overall wellness, 30-minute virtual resiliency support groups are being offered for employees at each facility. Additionally, daily 15-minute virtual seminars on self-care and other wellness-related topics are being offered to help employees, especially on the front lines.



#### Resiliency Support Groups

- Baptist Health South Florida: Saturdays, 9:30 a.m. Zoom ID: [98617996163](#) | Password 103392
- Baptist Hospital: Thursdays, 10 a.m. Zoom ID: [541052011](#) | Password: 452229
- Boca Raton Regional Hospital: Tuesdays, 10 a.m. Zoom ID: [98513291898](#) | Password: 537077
- Boca Raton Regional Hospital: Thursdays, 2 p.m. Zoom ID: [96610359320](#) | Password 090057
- Bethesda East: Wednesdays, 10 a.m. Zoom ID: [324562846](#) | Password: 733188
- Bethesda West: Thursdays, 10 a.m. Zoom ID: [171879361](#) | Password: 245511
- Baptist Outpatient Services: Fridays, 1 p.m. Zoom ID: [657394378](#) | Password: 029160
- Care On Demand: Wednesdays, 5:30 p.m. Zoom ID: [413762100](#) | Password: 198651
- Doctors Hospital: Tuesdays, 8 a.m. Zoom ID: [168763498](#) | Password: 019336
- Homestead Hospital: Wednesdays, 8 a.m. Zoom ID: [189037163](#) | Password: 641530
- Mariners/Fishermen's Community Hospital: Tuesdays, 8 a.m. Zoom ID: [273468581](#) | Password: 626251
- Medical Staff: Fridays, 8 a.m. Zoom ID: [353503949](#) | Password: 003916
- South Miami Hospital: Thursdays, 8 a.m. Zoom ID: [590952647](#) | Password: 962662
- West Kendall Baptist Hospital: Tuesdays, 2 p.m. Zoom ID: [679866674](#) | Password: 147359

#### FRONTLINE 15 – Employee Wellness Seminars (Password for all sessions: zoom)

- Mondays at 1 p.m. Zoom ID: [99758939542](#)
- Tuesdays at 9 a.m. Zoom ID: [91095163559](#)
- Wednesdays at 4:30 p.m. Zoom ID: [96189903901](#)
- Thursdays at 10 a.m. Zoom ID: [92992951374](#)
- Fridays at 2:30 p.m. Zoom ID: [95131826479](#)

For more information, email [Programs@BaptistHealth.net](mailto:Programs@BaptistHealth.net).

## Additional Webinars for Employees

In addition to resiliency support and Zoom informational webinars, Baptist Health is offering virtual video sessions on various topics ranging from fitness (Zumba, Yoga, Power Train, etc.) to family wellness sessions and virtual prayer groups.





### Zoom-Use Resources and Webinars

As Zoom has emerged as the new meeting platform for teams operating remotely, Baptist Health is offering informative user guides and webinars to help these meetings run smoothly for hosts and participants. [CLICK HERE](#) to find the resources and webinars about setting up a Zoom account, participating in a meeting or scheduling a meeting.



We also have



sessions on self-care and wellness to tips on how to function effectively in a remote work environment. To see a full list of upcoming sessions, [CLICK HERE](#) or visit the new Employee Support Resource Hub at [EmployeeSupport.baptisthealth.net](http://EmployeeSupport.baptisthealth.net). The list is updated regularly to show the webinars scheduled each day for the current and upcoming week.

## IMPORTANT REMINDERS



### Business Travel Suspension Reminder

As a reminder, Baptist Health has suspended non-essential business travel for the foreseeable future. This includes booking travel for events in the summer and fall. Only travel approved by an Executive Vice President will be allowed and only for essential business.



### Emergency Child Care Available

Baptist Health's Early Learning Centers are offering emergency child care for employees' children, ages 1-12. The service is available **Monday-Friday, 6:30 a.m.-8 p.m.** and costs \$10 each day or \$50 a week. To reserve a spot for when you are working on site at a Baptist Health facility, [CLICK HERE](#) to access *Simply Book Me*. Employees must reserve their spot through *Simply Book Me* by the **Wednesday** of the week before they require the service. Cancellations inside of 48 hours before the scheduled care will be charged \$10. We are unable to accommodate employees who are working remotely. We are also unable, unfortunately, to accommodate children with special needs or who require medication.



### Following Social Media Policies

It is each employee's responsibility to practice good judgment, act professionally and protect patient privacy, when sharing information on social media. Posts that identify patients or their family members, disclose protected health information or contain confidential business data violate Baptist Health's Social Media and HIPAA Privacy policies, which can be found on the intranet. Here are some other guidelines to follow:

- It's OK to like and share posts from Baptist Health South Florida's social media channels to help spread important information to the community.
- Practice social distancing in group pictures, with no more than six people in the photo, and be sure to wear masks and other appropriate attire, including PPE, for your work area.
- Refrain from posting distasteful or inappropriate images or videos from work areas or making derogatory remarks about patients, their loved ones or Baptist Health employees.
- Remember even careful attention to privacy settings on social media do not equal privacy, and posts can be shared beyond your intended audience.

For more information, talk to your leader or contact your HR representative.

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## Handling Inquiries or Appearances by the Media

As the news media continues its coverage of the COVID-19 outbreak, reporters are looking for unique stories from front line employees and doctors, patients and families. To help protect patient privacy and minimize any disruption to patient care or operations, all interaction with the media should be filtered through Marketing & Communications. If you receive a call from or encounter a member of the news media on assignment, please direct them to Marketing & Communications at [MediaRelations@BaptistHealth.net](mailto:MediaRelations@BaptistHealth.net) or **754-900-9967**.



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## HAVE QUESTIONS FOR *HUMAN RESOURCES*?

### HR Resources

If you have HR-related questions, please reach out to your leader, your HR representative or use one of the resources below:

#### Pay and Perks/Benefits

[benefits@baptisthealth.net](mailto:benefits@baptisthealth.net) or 786-662-7178, option 1

#### Boca Regional Benefits

561-955-5050

#### HRIS (PeopleSoft/Self-Service)

[DG-COHRIS@baptisthealth.net](mailto:DG-COHRIS@baptisthealth.net) or 786-662-7155

#### General HR Questions:

[HRQuestions@BaptistHealth.net](mailto:HRQuestions@BaptistHealth.net)

#### General Boca Regional HR Questions

[H@BRRH.com](mailto:H@BRRH.com) or 561-955-HRHR (4747)

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