CCCS Virtual Health Fair

September 15, 2020
CCCS Virtual Health Fair

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- Kaiser Permanente Sandy Berg, Exec. Account Manager
- Delta Dental Erin Tumacder, Account Manager
- VSP Carole Helsel, Lockton Companies
- CSEAP Carole Helsel, Lockton Companies
Supporting you and the communities you serve

Colorado Community College System Virtual Health Fair
September 15, 2020

WE'RE BUILT FOR SUCCESS
Care during the pandemic: COVID-19
Resources
Link: https://www.anthem.com/coronavirus/

MENTAL HEALTH RESOURCE HUB
During this time, it’s normal if you want a little extra support to help you with the way you’re feeling. Our partners at PsychHub are here to help you through social isolation, job loss and mental health issues from the COVID-19 pandemic.

COVERAGE OPTIONS FOR DISPLACED EMPLOYEES
If you’ve been displaced from your job, you have coverage options available during this challenging time. No matter what your budget or care needs are, the COVID-19 Coverage Option Hotline can help support you. Call 1-888-832-2583 between 8:30 a.m. and 8 p.m. ET, Monday through Friday. Have your current income level and ZIP ready, and a representative will assist you.

FIND LOCAL SOCIAL SUPPORT SERVICES
Right now, many people need help with food, housing, job training, transportation and social services. Aunt Bertha, a social care network, can help you find free and reduced-cost programs providing COVID-19 support and resources in your area.
Care during the pandemic: COVID-19 Resources cont.
Link: https://www.anthem.com/coronavirus/

SYDNEY CARE COVID-19 SUPPORT
We have created support tools to help you quickly understand your potential risk for COVID-19. The Sydney Care mobile app's new Coronavirus Assessment tool gives you a quick and easy way to assess your symptoms and find a testing facility in your area. Sydney Care is free and available on your mobile device through Google Play™ or the App Store®, and works together with your Sydney Health or Engage Wellbeing apps.

SYMPTOM ASSESSMENT
It's normal to wonder about symptoms you may be experiencing. This tool asks you five simple questions based on guidelines from the Centers for Disease Control and Prevention to help you understand what your symptoms mean.

LOCATE A COVID-19 TESTING FACILITY
Not everyone needs to be tested for COVID-19. Testing is still mostly reserved for people who likely have the disease. Priority is given to people displaying symptoms; anyone at high risk for complications, as well as essential workers, particularly those in health care. If your doctor orders a test for you, you can easily find your nearest test facility just by entering your state and county.
Where and When to get Flu Shots

Vaccine should be administered by the end of October, but vaccination should continue to be offered as long as the influenza viruses are circulating locally and unexpired vaccine is available.

Vaccination too early in the season (e.g., July or August) may lead to suboptimal immunity later in the season, particularly among older adults.

Children aged 6 months through 8 years who require 2 doses, should receive their first dose as soon as possible after vaccine becomes available, and the second dose > 4 weeks later.

The flu shot is covered under your preventive care benefits at 100% when you go to a health professional in your plan.

Contact your primary care doctor to get your flu shot. You can also get it at urgent care facilities, retail health clinics, many pharmacies or walk-in doctors’ offices in your plan.
What tools can members use to access their information?  

**Meet Sydney!**

**Sydney Health makes health care easier**

See your benefits. Find a doctor. Track your fitness. It’s personalized and easy!

With Sydney Health, you can find everything you need to know about your medical, pharmacy, dental, vision, life insurance, and disability insurance benefits all in one place. Sydney Health makes it easier to get things done, so you can spend more time focused on your health.

**Get started with Sydney Health**

Download the app today!

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**Simple experience**

Our simple experience makes it easy to find what you need — with one-click access to benefits info, Member Services, Invia Health Online and wellness resources. And you can use the interactive chat to get answers quickly.

**My Health Dashboard**

My Health Dashboard is your hub for personalized health and wellness. Find programs that interest you, build an action plan to help you meet your health goals, scan your fitness tracker and earn points for your progress.

**My Family Health Record**

My Family Health Record gives you the full picture of your family’s health — all in one place. It includes health history and electronic medical records. View, download and share the info right from the app.

**Personalized Match**

Personalized Match helps you find a doctor in your plan who’s right for you. You’ll get results that are matched with your unique needs, preferences and plan details.

**With just one click, you can:**

- Find care and check costs
- See all benefits
- View claims
- Use and save digital ID cards
- Use the interactive chat feature to get answers quickly
- Sync your favorite fitness tracker
LiveHealth Online - Telemedicine

At home or on the go, doctors and mental health professionals are here for you.

Use LiveHealth Online, anytime, for a private video visit with a doctor or mental health professional.

When you’re not feeling well you can get the support you need easily using LiveHealth Online. Whether you have a cold, you’re feeling anxious or need help managing your medication, doctors and mental health professionals are right there, ready to help you feel your best. Using LiveHealth Online you can have a video visit with a board-certified doctor, psychiatrist or licensed therapist from your smartphone, tablet or computer from home or anywhere.

You’ve got access to affordable and convenient care

Your Anthem plan includes benefits for video visits using LiveHealth Online, so you’ll just pay your share of the costs — usually $59 or less for medical doctor visits, and a 45-minute therapy or psychiatry session usually costs the same as an office mental health visit.

On LiveHealth Online, you can:

- **See a board-certified doctor 24/7.** You don’t need an appointment to see a doctor. They’re always available to assess your condition and send a prescription to the pharmacy you choose, if needed. It’s a great option when you have a cold, the flu, a fever, allergies, a sinus infection or another common health issue.

- **Visit a licensed therapist in four days or less.** Have a video visit with a therapist to get help with anxiety, depression, grief, panic attacks and more. Schedule your appointment online or call 1-888-548-3432 from 8 a.m. to 8 p.m., seven days a week.

- **Consult a board-certified psychiatrist within two weeks.** If you’re over 18 years old, you can get medication support to help you manage a mental health condition. To schedule your appointment call 1-888-548-3432 from 8 a.m. to 8 p.m., seven days a week.
LiveHealth Online – Telemedicine & COVID-19

Prepare your family for COVID-19
Be ready with LiveHealth Online

By now, you’ve heard about COVID-19 in the United States, and the Centers for Disease Control and Prevention recommends that now is the best time to prepare yourself and your family.

One thing you can do is sign up for LiveHealth Online so you can visit with a board-certified doctor from the comfort of home, minimizing the risk of exposure to you and others. Doctors are available 24/7. The doctor you see can evaluate your symptoms, help you understand whether you’re at risk for COVID-19, and let you know whether you need to visit a local health care provider in person for COVID-19 testing.

Members with LiveHealth Online benefits can access video visits with doctors and mental health professionals free of charge through June 14, 2020. There may be a charge if your plan doesn’t cover telehealth benefits.

Sign up for free today and be prepared!
Go to anthem.com and log in to your secure account to access LiveHealth Online.

Coronavirus and COVID-19: We’re here. And we’ve got you covered.

Stay up to Date With COVID-19

https://www.anthem.com/coronavirus/
Questions?

Thank You!!
CCCS Health Fair

NOT JUST CARE AND COVERAGE. PEACE OF MIND.

September 15, 2020
5 Ways to Ease Stress & Anxiety over COVID-19

1. Eat as healthy as you can
   Don’t forget the produce aisle when stocking up on essentials – in many markets, it’s less crowded and better stocked than other sections.

2. Get creative with exercise
   When you’re worried, get out of your head and into your body. Have fun changing up your routine. Find a new yoga or cardio video online that you can try at home.

3. Talk and listen
   Talk with people about how you feel – from a safe distance, of course. This can help everyone feel more connected and less alone.

4. Practice kindness
   Simple gestures mean a lot, like offering to shop for a neighbor who may be more vulnerable. The benefits of kindness go both ways – helping others just feels good.

5. Rest and relax
   Get enough sleep. It’s important to replenish your energy and recharge your brain. Unplug and take breaks from the news, especially before bed.

Visit kp.org/selfcare for help with stress, sleep, and more

Most tools are available to everyone. Kaiser Permanente members can also access the myStrength app at no cost. myStrength offers personalized, interactive programs for mental health and emotional wellness, including tools designed to help ease fear and anxiety about coronavirus and COVID-19 specifically.*

*myStrength® is not currently available to Kaiser Permanente Washington members.
myStrength® is a wholly owned subsidiary of Livongo Health, Inc.
COVID-19 Testing Recommendations

**At least one primary symptom consistent with Coronavirus:**
Fever >100.0, chills, cough, shortness of breath, new loss of taste/smell

**At least two secondary symptoms consistent with Coronavirus:**
Fatigue, muscle/body aches, headache, sore throat, congestion or runny nose, nausea or vomiting, diarrhea

**No symptoms**

**External provider requires test**

**Examples of external "provider requirement:"**
1. Dialysis patients needing testing in order to transition to non-COVID-19 dialysis unit
2. Skilled Nursing Facility requiring testing for admission
3. Travel requirement

**Routine Symptomatic Care**
Parental Guidance: Children with COVID-19-like Symptoms

Because of the similarity in symptoms between seasonal respiratory illnesses and COVID-19, we recommend the following:

- **Get your entire family vaccinated for the flu!**

- Continue to practice recommended prevention measures: physical distancing, frequent hand washing, staying home when sick, and masking.

- If your child is symptomatic, please have them tested for COVID-19 as soon as possible.
  - Log on to kp.org and use our convenient E-visit option to self-schedule tests.
  - Quarantine yourself while the test is pending.
  - If the test comes back positive, you should remain quarantined for 14 days from the last day you had close contact with your child.

- If your child’s test is negative, you can return to work without further delay.
- If you have a teenager (ages 13 through 17), you may need to reach out via virtual care channels for your child’s results due to PHI privacy protocols on kp.org.

**KP’s COVID-19 test result turnaround times are typically within 24-48 hours.**

If you need a Return to School letter, please ask your child’s care team.
COVID-19 Tests: Online Scheduling at kp.org

E-visits

* What do you want to do today?

- I am concerned I may have COVID-19 because of current symptoms
- I have other concerns or questions about COVID-19, but I do not have symptoms
- I am interested in getting a PCR test (nasal swab) for COVID-19 but I do not currently have symptoms
- I am interested in getting an antibody test for COVID-19

I need a letter for work, school, etc.
Get Your Flu Shot!

PROTECT YOURSELF AND YOUR LOVED ONES

3 ways to get a flu shot

At Your Next Appointment (beginning September 1)
Your care team can safely give you the flu shot during your next scheduled appointment.

Drive-Up Flu Shots – Sept. 1–30 (by appointment only)
Schedule at kp.org/appointments or call 303-338-4545 (TTY 711). Mon.-Fri., 9 a.m.-5 p.m., at most Kaiser Permanente medical offices.

Walk-In Flu Shots – Oct. 1–Nov. 30 (no appointment needed)
Mon.-Fri., 9 a.m.-5 p.m., at most Kaiser Permanente medical offices.

Learn More
Find flu shot locations and hours at kp.org/flu or call our flu hotline at 303-344-7600 for further details.
CONNECT WITH YOUR CARE TEAM

Chat  Phone  Video  Email  E-visits  kp.org

No Copay!
Kp.org Mobile App – FREE Care Options

**Get Care**
- Online, Phone or In-Person Care

**Messages**
- No Unread Messages

**View Appointments**
- No Upcoming Appointments

**Pharmacy**
- Fill Prescriptions and Find Pharmacies

**Medical Record**
- No New Test Results or Reminders

**Chat with a Doctor**
- Message your doctor and receive a response within 48 hours from your physician or medical staff.

**Important:**
- If you think you or a family member is having a medical or psychiatric emergency, call 911. Do not attempt to access emergency care through this app.

Virtual Care

Chat with a doctor about urgent or routine health questions. Receive a response within minutes.

Available 7 a.m. to 10 p.m., 7 days a week, including holidays.

Note: Spanish chat isn’t available.
SELF-CARE: “CALM” Digital App  (Free to KP members)

Calm helps you build resilience and mental fitness through better sleep, mindfulness, and meditations.

Features include:

✓ Guided meditations
✓ Programs taught by world-renowned experts
✓ Sleep Stories narrated by celebrity guests
✓ Mindful movement videos

Register by visiting www.kp.org/selfcareapps
SELF-CARE: “MySTRENGTH” Digital App (Free to KP members)

Cognitive Behavioral Therapy-based program offers guided programs and tools for a range of mental health needs and challenges:

- Practicing Mindfulness & Meditation
- Balancing Intense Emotions
- Improving Sleep
- Reducing Stress
- Managing Depression
- Controlling Anxiety
- Managing Chronic Pain

Register by visiting www.kp.org/selfcareapps
CLASSPASS: NEW! Fitness Perk with Flexibility

Try yoga, cycle, barre, cardio, bootcamp, and more!

ClassPass provides KP members with:

- **On-demand video workouts at no cost** - 4,000+ online fitness classes - including cardio, dance, meditation, bootcamp, and more - for $0/month

- **Reduced rates on livestream and in-person fitness classes** - members can try a video workout from home, or take a class in more than 2,500 cities around the globe

Get started at [kp.org/exercise](http://kp.org/exercise)
More Ways Than Ever to Skip the Trip

NEW: Chat earlier - starting at 6 a.m.
• When you need early morning medical advice, log on!
• More access to pediatricians
• New hours will be from 6 a.m. - 10 p.m.

NEW: 24/7, On-demand phone and video visits.
• See or talk to a doctor whenever, wherever. Breakfast, bedtime or in between.

NEW: Prescriptions delivered to your doorstep - the same day.
• Get a prescription without leaving home.
• For just a $10 delivery fee, we’ll have your Rx delivered to you - the same day (or next day - depending on the time of day order is placed).

*Same day prescription delivery available for eligible prescription drugs and is not available to every address or from all pharmacy locations. Order cutoff times may vary by pharmacy location. Other restrictions apply.
URGENT CARE DELIVERED IN THE HOME OR OFFICE

We have teamed up with DispatchHealth to offer even more convenience.

Members in Denver/Boulder and Colorado Springs now have direct access to mobile urgent care services.

Services for illnesses or injuries that require attention soon but aren’t emergencies, such as:

- Sprains, strains, cuts that need stitches
- Migraines, dizziness, and other neurological conditions
- Asthma, respiratory conditions and urinary tract issues

Members call DispatchHealth directly or are referred through Chat with a Doctor, or our 24/7 advice line.

Now also available in Longmont as of September 1, 2020
TRAVELING? YOU’RE COVERED!

International Travel
• Nearest urgent care facility
• Nearest hospital

Domestic Travel (USA) in a state without KP
• Nearest MinuteClinic
• Nearest urgent care facility

Domestic Travel (USA) within a KP Service/Region
• Nearest KP urgent care

WHERE YOU CAN FIND KAISER PERMANENTE

24/7 Away from Home Travel Line:
951-268-3900
Dental Insurance is Important
Making dental care a priority can help you live a healthier life

• Your oral health is connected to your overall health. Researchers have uncovered links between gum disease and systemic health, including associations with heart disease and strokes.
• People with dental insurance are more likely to visit the dentist regularly.
• Patients receiving regular preventive care have better oral health.
• Dental insurance often covers 100% of preventive care.
Oral Health Facts
Prevention keeps your smile bright and your body healthy

One out of every two American adults age 30 or older has periodontal disease.

The mouth can be an important early-warning detection for more than 120 diseases.

Tooth decay is the single most common chronic childhood disease.

More than half of U.S. children ages 5 to 9 have at least one cavity or filling.
Healthy Living
Healthy habits lead to healthy smiles

• What does “healthy living” really mean? Nutritional food, exercise, and plenty of rest are major components of a healthy lifestyle, but other health habits include:
  • Regular dentist visits
  • Brushing and flossing at least twice a day
  • Making nutritious food choices
  • Sharing your medical conditions with your dentist
Visiting the Dentist During COVID-19

How safe is it to go back?

Dentists have gone to a great extent to ensure patient safety and safety of the dental team.

The “New” Patient Experience may feel different than it did before.

Don’t wait to make your next appointment for dental concerns or for preventive care as routine dental exams are critical to oral health and overall wellness.
Two Networks Working Together
Which Delta Dental network is your dentist contracted with?

We have 3,519 Premier providers and 2,586 PPO providers in Colorado.

90% of all Colorado dentists are in our network... and we’re growing!
## Delta Dental’s Network

<table>
<thead>
<tr>
<th>PPO Provider</th>
<th>Premier Provider</th>
<th>Non-Participating Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Best out-of-pocket costs savings due to discount</td>
<td>• Smaller out-of-pocket costs savings due to discount</td>
<td>• No out-of-pocket costs savings due to discount</td>
</tr>
<tr>
<td>• Balance-billing protection</td>
<td>• Balance-billing protection</td>
<td>• No balance-billing protection</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• You may have to submit your own claims to Delta Dental for reimbursement</td>
</tr>
</tbody>
</table>
Best Value For Members
Using Network Dentists helps you save on out-of-pocket costs

### Savings Example for a Major Procedure*

<table>
<thead>
<tr>
<th></th>
<th>Estimated Charge</th>
<th>Maximum Allowed Fees</th>
<th>Percentage Paid by Delta Dental</th>
<th>Amount Delta Dental Pays</th>
<th>Amount Dentist can Balance-Bill</th>
<th>Total Amount You Pay</th>
<th>Your Total Cost Savings</th>
</tr>
</thead>
<tbody>
<tr>
<td>PPO Network</td>
<td>$1,200</td>
<td>$850</td>
<td>50%</td>
<td>$425</td>
<td>$0</td>
<td>$425</td>
<td>$350</td>
</tr>
<tr>
<td>Premier Network</td>
<td>$1,200</td>
<td>$975</td>
<td>50%</td>
<td>$487.50</td>
<td>$0</td>
<td>$487.50</td>
<td>$225</td>
</tr>
<tr>
<td>Out of Network</td>
<td>$1,200</td>
<td>$700</td>
<td>50%</td>
<td>$350</td>
<td>$500</td>
<td>$850</td>
<td>$0</td>
</tr>
</tbody>
</table>

*NOTE: Payment examples above are for illustration purpose only. Check your specific plan for fees, coinsurance rates, and what procedures are considered “major”, as they differ from plan to plan. Example assumes deductible has been met.
How to Find a Dentist
Three easy ways to find a dentist

The Find a Dentist search tool at www.deltadentalco.com

Our free mobile app, available on iPhone and Android

Our customer service team at customer_service@ddpco.com or 1-800-610-0201
When You Find a Dentist
Which Delta Dental network does your dentist contract with?

Search Results For 80525

If you are a Patient Direct member, you must use a Patient Direct dentist. Patient Direct Directory

Gregory Evans
GREGORY D EVANS DDS PC
3221 EASTBROOK DR BLDG A STE 101
FORT COLLINS, CO 80525
(970) 407-1020
Gender: Male
Specialty: Pediatric Dentist
This provider accepts:
Delta Dental PPO
Delta Dental Premier

Brandon Owen
OWEN ORTHODONTICS LLC
3221 EASTBROOK DR BLDG A STE 103
FORT COLLINS, CO 80525
(970) 484-4102
Gender: Male
Specialty: Orthodontist
This provider accepts:
Delta Dental Premier
Why Create a Subscriber Account?

Know what your benefits are to use them wisely.

- Check your benefits 24 hours a day, seven days a week
- View, save or print your member ID card
- Check status of a claim and view Explanation of Benefits
- View your plan details and print a full Benefit Report
- Cost estimator
- Allows you to access your benefit information on the Mobile App
All the Information You Need
Online tools are available 24/7 at www.deltadentalco.com

- Dentist search (ability to target search to PPO providers for deepest discount)
- Oral health and wellness information
- MyDentalScore - Oral Health Risk Assessment
- Benefits and Claims Updates
Benefit Report
Quick access to a full report of your benefits.

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Frequency</th>
<th>Age Limit</th>
<th>Next Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral Evaluations</td>
<td>Allowed 2 in 1 Year</td>
<td>None</td>
<td>08/24/2020</td>
</tr>
<tr>
<td>Full Mouth or Panoramic X-Rays</td>
<td>Allowed 1 in 5 Year</td>
<td>None</td>
<td>08/24/2020</td>
</tr>
<tr>
<td>Bitewing X-Rays</td>
<td>Allowed 1 in 1 Year</td>
<td>None</td>
<td>08/24/2020</td>
</tr>
<tr>
<td>Cleanings</td>
<td>Allowed 2 in 1 Year Benefit for D4346 is covered under Basic category.</td>
<td>None</td>
<td>08/24/2020</td>
</tr>
<tr>
<td>Fluoride Treatments</td>
<td>Allowed 2 in 1 Year</td>
<td>None</td>
<td>08/24/2020</td>
</tr>
<tr>
<td>Space Maintainer</td>
<td>Allowed 1 per Lifetime</td>
<td>0-19</td>
<td>N/A</td>
</tr>
<tr>
<td>Sealants</td>
<td>Allowed 1 in 3 Year</td>
<td>0-19</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Mobile App
Create a Subscriber Account and have Benefits on the go, access anywhere, anytime.

- Find a dentist
- View benefits and claims
- Mobile ID card – email to provider and dependents
- Dental Care Cost Estimator
Local Service
Service you need when you need it...because we live where you live

Phone:
1-800-610-0201

Email:
customer_service@ddpco.com

Hours:
Monday – Friday
8 a.m. – 6 p.m. MST

24/7 Automated Call Center
Helping you unleash your Smile Power™
VSP Vision Benefits
The right mix of in-network choices

96K IN-NETWORK CHOICES

RANKED #1 BEST ACCESS TO GREAT CARE
Eyeconic is the only place where VSP members can shop online for contacts and eyewear with their VSP insurance in-network.

**Personalized:** As a VSP-owned company, Eyeconic seamlessly connects VSP vision benefits to your account.

**Simple:** Save time and money on quality eyewear with a few easy clicks.

1. Connect your vision insurance.
2. Select your product.
3. Upload your prescription or provide your doctors contact information and we’ll take care of the rest.

**Choice:** Eyeconic offers a variety of well-known brands and contact lenses. Choose from over 35 eyewear brands and over 1600 styles.
Using your benefit is easy

Once you’re enrolled…

• Create an account at vsp.com and review your benefit information

• Find a VSP in-network doctor by visiting vsp.com or calling 800.877.7195

• No ID card needed, at your appointment, simply tell them you have VSP

Questions?
CSEAP

• *Colorado State Employee Assistance Program*

• *Visit us at* [www.colorado.gov/cseap](http://www.colorado.gov/cseap)  
  • *Send Us a Message!*
CSEAP Services

- Confidential Counseling
- Emergency Financial Assistance
- Crisis Response
- Supervisor/Manager Consultation
- Emotional Intelligence (EI) Coaching Program*
- Professional Coaching
- State Employee Mediation Program
- Training & Workgroup Facilitation
- Psychological Fitness for Duty (PFFD)*

*Costs associated with these particular services.
General Information
Counseling Services

- Free benefit of employment
- All state employees are eligible for our services
- Access to 6 counseling sessions per rolling year
- Family members may be included in counseling services
- Administrative leave may be granted for attendance
How are you doing?

- Symptoms of stress, anxiety, depression
- Relationship concerns
- Workplace stressors
- Phase of Life concerns
- Parenting, Co-parenting
- Grief and loss associated with death or change
- Substance use, abuse, addiction concerns
• Contact CSEAP
  • 303-866-4314
  • 800-821-8154

• Office Locations
  Statewide by Video

• Visit us at: www.colorado.gov/cseap
QUESTIONS?
Independence changes everything.