



## COVID-19 CREATES A NEW NORMAL

March 11th marked the first coronavirus case in Arkansas, creating a different reality for almost all Arkansans. Every facet of life has been changed due to this outbreak; however, the Department of Transformation and Shared Services Employee Benefits Division continues to provide resources for members to get the care needed.

**Nurse24** is a resource that is available to answer health questions by phone. Instead of waiting in an ER, you can simply call 1-866-458-0408. Additional information can be found on page two of this newsletter.

Difficult times can take a toll on our mental health. **New Directions Behavioral Health** offers behavioral counseling and resources directed towards COVID-19 including: pandemic information, caregiver/at-home parenting resources, financial stress and stability resources, and how to develop resilience. Many different situations can contribute to our overall well-being, so it's important to seek help when needed. New Directions can help address problems before they escalate. Additional information can be found online at NDBH.com.

## VIRTUAL HEALTH BECOMES THE NEW NORMAL

Virtual health makes it easier and more convenient for patients to stay healthy and engaged in their health care. Distance and travel time between patients and care providers can limit access to care. Fortunately, telemedicine can overcome geographic barriers to healthcare, especially for specialized providers. To find a provider, visit the Health Advantage website at <https://healthadvantage-hmo.com/>.

- Select "Member" at the top of screen
- Select "Find Care"
- Select "Member"
- It will give you the option to search via Member ID or by specific network



## EXERCISE BENEFITS DURING STRESSFUL TIMES

Words like "isolation," "social distancing," and "quarantine" have quickly become a part of our everyday language. We're still trying to understand all the ways the coronavirus pandemic affects us. It's encouraging to know that exercise does a body good, even in small sessions. Low-impact exercises that can be done at home include:

**Dancing or walking:** doing this for 10 minutes a day, in 10 minute increments will increase your cardiovascular stamina and release endorphins to boost your mood.

**Gentle stretching:** this can relieve tight muscles in your back, neck, shoulders, and more. Hold each stretch for 10-20 seconds and repeat up to three times. Stretching can improve your flexibility and range of motion.

**Deep breathing exercises:** according to the CDC, this will help your body cope with stress.





# NURSE24 HOTLINE

**When it comes to health information, you need a source you can trust.**

The Nurse24 line, free as part of your health plan, gives you access to a registered nurse 24 hours a day, 7 days a week, 365 days a year. An experienced nursing staff is ready to help you make informed healthcare choices. This confidential program is available by calling toll-free, 1-866-458-0408. Registered nurses are available with reliable information to help you achieve a better level of health, providing information on:

- Home treatment of minor illness and injury
- When to call a health professional
- How to effectively communicate with your doctor
- How to prepare for doctor visits
- How to make decisions about tests, medications, and procedures
- How to make lifestyle choices to improve your health
- Understanding prescription medications



**The toll-free nurse line is free and included in your health plan. Bilingual nurses are also available 24 hours a day, 7 days a week.**



**Everyone has a personal motivation to quit smoking in order to live a healthier lifestyle including:**

- It's good for your lungs and heart
- Prevents type 2 diabetes
- Saves money
- Improves your quality of life

If you've ever tried to quit by yourself, you know it's not easy. However, your ARBenefits well program provides online support through My Blueprint. The online program puts motivation, resources, and tools at your fingertips. You'll get the help you need to quit, and when you meet certain criteria this year, you'll receive discounts on your health plan premium. With support, you can finally stop smoking for good.

Enroll online through [My Blueprint](#) or call **1-800-225-1891**.

## EXPANDED BENEFITS UNDER CARES ACT

New benefits added for those who have a [Health Savings Account \(HSA\)](#), [Flexible Spending Account \(FSA\)](#), or [Health Reimbursement Arrangement \(HRA\)](#)-- through the Coronavirus Aid, Relief, and Economic Security (CARES) Act.

The CARES Act was signed into effect on March 27, 2020, giving you more purchasing power than ever with 20K+ products added to the list of eligible items you can buy using your pre-tax account.

- Over-the-counter (OTC) drugs and medicines like cold remedies and fever reducers no longer require a prescription for reimbursement and are now more easily accessible.
- Menstrual care products like pads, tampons, liners, cups, and sponges are now eligible.

These items will remain on the list of eligible items even after COVID-19 ends, giving you access to more of the most commonly used products.

### How it Works:

**Use your payment card.** Remember to always save your receipts in case your purchase needs to be verified later. **Submit online and on the mobile app.** You can submit claims for reimbursement through your online account using the myCYC mobile app. Additionally, you can resubmit previous denied claims for items purchases after January 1, 2020 that are now eligible as part of the CARES Act.

ARBenefits complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, or sex. Language assistance services, free of charge, are available to you. Call 1-877-815-1017x1.

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-815-1017 x1.

