

# Protecting our Employees

If we don't take care of our employees, then they can't take care of you. Our employees' health and safety is important, and we've taken a number of steps in order to protect them from unnecessary risk.

## Work from home

In accordance with the Centers for Disease Control and Prevention (CDC) guidelines for social distancing, all employees who are able to work from home are required to do so. This helps protect our employees from being exposed to the Coronavirus while ensuring they can still serve the community.

To make sure that our employees can still provide the same high quality of service, all employees working from home have been given the right tools, technologies, and support system to continue to do their jobs.



## Work from home toolkit

We've created a helpful kit for our employees, and for the businesses we work with, to help make this new work situation easier. The toolkit is full of guides, tips, and other resources for teams to continue to work efficiently and cooperatively while working remotely.

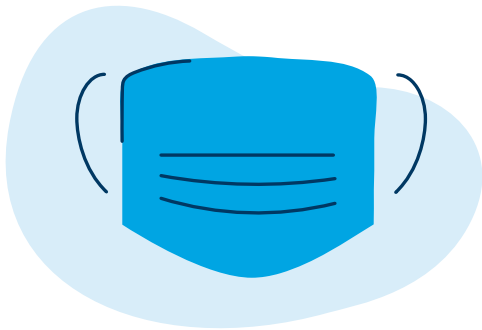
The HR Services team remains available for all employees 24/7 online to provide access, information, and resources about safety, taking time off, travel, pay, and more. The HR team is also available by phone and chat during specified hours.

## Connecting for self-care

Employees can participate in more virtual health activities than ever. As a means to stay connected and to enable you to stay physically active and to eat better, we host virtual Connection and MeetUps for employees to focus on themselves and their self-care while safely remaining at home.

## Protecting employees who can't work from home

Some jobs, like security, require people to be on site. To protect those people, we've implemented enhanced cleaning measures (including using hospital-grade cleaning solutions in non-clinical buildings) and following best practice guidelines for sanitization practices informed by the World Health Organization (WHO) and CDC.



## Access to the same great care that we give you

Employees participating in the Highmark employer-sponsored medical plans have access to virtual care and telemedicine with no deductibles, coinsurance, and co-payments – regardless of whether the visit is related to Coronavirus. This includes General Medicine, Behavioral Health and TeleDermatology visits.

Highmark's employee health plans will also temporarily cover 100% of any Coronavirus related testing, inpatient hospital services, and outpatient treatment when care is provided by an in-network provider through May 31, 2020.

## Employees who are quarantined are paid

We understand the health concerns for those who have come in contact with the Coronavirus and have a careful and respectful process to help those employees with those who are quarantined or experiencing symptoms and seeking treatment, or caring for a loved one with the virus. We want them to focus on their health and not their finances; so these employees continue to be paid while they are quarantined.

## Making sure empathy and understanding comes first

We know that this is an extremely difficult time. Trying to balance work, family, the loss of child care, and the general stress caused by this global pandemic presents all sorts of new challenges. Our employees have a robust employee assistance program that is available 24/7 to help manage stress, find child care, and any other resources needed during this time. In-person or telehealth counseling is also available at no cost-sharing to them.

We are dedicated to making sure every one of our employees feels heard and appreciated for all their hard work – from our customer support representatives to the people working from home to make sure our customers have access to the most accurate Coronavirus related information. We are all in this together and, together, we're going to get through this.

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ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。请拨打您的身份证背面的号码（TTY：711）。

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