

# Plano ISD Benefits Resources - COVID-19

## What Your TRS Health Plan Can Do For You

Aetna and CVS Caremark will provide the following to all participants:

- Waived costs for all diagnostic testing of COVID-19 for patients who meet CDC guidelines.
- \$0 [TRS Virtual Health visits through Teladoc](#) for any health need.
- Care packages (if you or your family members contract COVID-19) containing over-the-counter medications to alleviate symptoms and household cleaning supplies to help protect other household members from possible exposure. If you are eligible for this benefit, please contact Aetna.
- Refills for maintenance medications before a 30-day prescription is up (strongly encouraged).
- Free home delivery of all prescription medications. See [CVS' FAQ](#) for more details.
- CVS Health has activated a process to allow for 10-day overrides when appropriate, for members in areas where a Declaration of Emergency has been issued.

## Employee Assistance Program (EAP)

The EAP has many services to support you – access to counseling for any reason, help with anxiety over current events, resources for legal and financial issues.

1-800-272-7255

[www.guidanceresources.com](http://www.guidanceresources.com)

Organization Web ID: PLANOISD

## How to Protect Yourself

- Avoid close contact with people who are sick.
- [Wash your hands](#) with soap and water regularly for at least 20 seconds. Alcohol hand sanitizers with 60% alcohol are also effective.
- Try not to touch your eyes, nose, and mouth.
- Cover your cough or sneeze with a tissue.
- Avoid contact with others when you're sick.
- Clean and disinfect frequently touched objects and surfaces.

The symptoms for COVID-19 as stated by the CDC:

- Coughing
- Fever
- Shortness of breath

Unless you have a medical emergency, **seek out your primary care physician (PCP) before going to an ER.** This will save you time, money, and limit your exposure to others.

## Virtual services for advice or treatment

### 24/7 Nurse Advice Line

If enrolled in ActiveCare 1-HD, 2, or Select  
1-800-556-1555

If enrolled in Scott & White HMO  
1-877-505-7947

### Teladoc

If enrolled in ActiveCare 1-HD, 2, or Select:  
1-855-835-2362

## Contact Insurance Companies

Aetna / CVS Caremark	1-800-222-9205
Scott & White HMO	1-800-321-7947
Delta Dental	1-800-521-2651
FSA & HSA	1-800-437-3539
	Email <a href="mailto:flexdivision@flex-admin.com">flexdivision@flex-admin.com</a>
Vision Service Plan	1-800-877-7195
	Email <a href="mailto:imember@vsp.com">imember@vsp.com</a>
Davis Vision	1-800-999-5431
Cigna Disability Insurance	1-800-362-4462

## Benefit Changes

Change in status events continue to occur, so please contact us as soon as possible if you have questions about adding or dropping coverage.

## Absences

If you become ill and are no longer able to work virtually, please contact us for assistance with medical leave.

Email

[benefits@pisd.edu](mailto:benefits@pisd.edu)