

FAQ | March 2020

Your Benefits Resources for COVID-19

What options do I have as a Wells Fargo-covered health plan member when it comes to seeking medical treatment if I think I may have symptoms related to COVID-19?

In addition to seeking consultation through your own primary care health provider, as a Wells Fargo-covered health plan member, you and any of your covered dependents have additional options:

Care option	Why you might use it	Type of care available	Cost and coverage considerations
<p>24-hour Nurseline (provided by your medical plan administrator)</p> <p>Staffed by registered nurses</p>	<p>As a starting point when you're unsure where to go for care or what to do for a condition.</p> <p>You need information anytime — 24 hours a day, 365 days a year — to help you with a variety of everyday health concerns.</p>	<ul style="list-style-type: none"> • Guidance on care options • Education on medical problems • Evaluation of self-care possibilities • Research on treatment options 	<p>No additional cost to you.</p>
<p>Virtual office visits</p>	<p>You want a virtual appointment with a doctor or nurse practitioner about a nonemergency condition anywhere you have access to the internet at any time of day.</p>	<p>Many common conditions, such as pink eye, flu, or ear and sinus infections can be treated virtually through a simple online interview and a treatment plan, created typically within 30 minutes.</p>	<p>The cost of a virtual office visit varies based on your medical plan and is generally covered in-network</p>

Where is the contact information for Wells Fargo-sponsored health plan Nurselines and virtual office visit options?

Use the contact information below based on the health plan that you are enrolled in.

Health Plan	To access the Plan Nurseline	To access a virtual office visit appointment
Aetna	<p>Call CareLine at</p> <p>1-800-556-1555</p>	<p>Visit member.teladoc.com/aetna.</p> <p>Scroll down to either schedule an appointment or set up your account.</p>

Anthem	Call NurseLine at 1-866-220-4849	Visit anthem.com . Select the Resources menu option, then select LiveHealth® Online from the Helpful Tools tab to register and determine states where LiveHealth Online providers diagnose and prescribe medications. Note: To access LiveHealth Online using Internet Explorer, you will need to use version 10 or higher.
United Healthcare	Call My UHC for members 1-800-842-9722	Sign on to myuhc.com . Click Virtual Visit on the home page and register to determine states where Virtual Visit providers diagnose and prescribe medications.
Kaiser Health Plan		Location
Kaiser	Call your regional Kaiser plan nurse line	California – Northern
		California – Southern
		Colorado
		Georgia
		Hawaii - Oahu
		Maryland/Virginia/Washington D.C.
		Oregon/Southern Washington (NW)
		Nurse line
		1-866-454-8855
		1-833-KP4CARE (= 1-833-574-2273)
		1-800-218-1059
		1-800-611-1811
		1-808-432-2000
		1-800-777-7904
		1-800-813-2000

Are there any other related benefits and resources that I can take advantage of related to COVID-19?

Yes. Two options you have to consider are related to Short-Term Disability benefits and back-up child care, if you have children.

Other Resources		Description
Lincoln Financial Group	1-866-213-2937 Visit MyLincolnPortal	A team member is ill and unable to work Team members may be eligible for medical leave with Short-Term Disability benefits if they are unable to perform some or all of their job duties for seven-consecutive calendar days. Medical documentation supporting the claim will be required.

<p>Lincoln Financial Group</p>	<p>1-866-213-2937</p> <p>Visit MyLincolnPortal</p>	<p>A team member’s immediate family member is seriously ill and needs the team member’s support.</p> <p>Team members may be eligible for a paid workweek of critical caregiving leave if their spouse, parents or children are seriously ill and requires their support. Medical documentation supporting the claim and support will be required.</p>
<p>Bright Horizon back-up child care</p>	<p>Team members call 1-877-BH-CARES (1-877-242-2737) to speak with a care consultant 24/7.</p>	<p>A team member’s child’s day care or school is closed may consider Bright Horizon back-up service.</p> <ul style="list-style-type: none"> • Team members cannot use BRIGHT HORIZONS BACK-UP CARE FOR 14 DAYS following the last potential exposure, if any member of their household has (or has been in close contact with anyone else who has). • Eligible team members can register their children under the age of 13 for backup child care either at a Bright Horizon’s center or in their own home. For faster service, complete a one-time program registration process for yourself and each of your children before using the program. See the Register for or Reserve Backup Child Care page for details.