

HR HAPPENINGS



WEBINAR

Because the COVID-19 virus is spreading rapidly, and is leading to widespread fear on a global scale, in order to help support our partners and clients further, we will be hosting another webinar: **KEEP CALM AND CARRY ON - MAINTAINING YOUR COMPOSURE AMIDST THE PANDEMIC PANIC.**

The session will cover:

- Strategies to tackle feelings of anxiety and stress
- Practical techniques for working from home
- Ways to address signs of panic in the workplace
- When to reach out for further help and support

You can attend any session you choose, but the US English session will be held on March 20th, and registration is on a first come, first serve basis, so please register as soon as you can if you wish to attend the live session. However, this session will be recorded and the link will be available and uploaded to our member website as well for those who cannot attend.

[Register online here.](#)



March 16, 2020

Special issue

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OptumRx Communication

Refill-Too-Soon COVID-19 Response Policy

Given the recent developments and extensive news coverage about COVID-19, we understand the heightened concerns of our clients and members. As an enterprise, we have a team of experts actively engaged in and closely monitoring the COVID-19 pandemic. Our top priorities are the health and wellbeing of our members and patients, and the safety of all clinicians who deliver care.

To meet the clinical needs of our members and comply with applicable CDC guidance, as well as Federal, State and Local government requirements, OptumRx Clinical Affairs is allowing members to refill their maintenance medications early to ensure they have an uninterrupted supply of medication during the COVID-19 threat.

OptumRx's policy includes the following:

- OptumRx members with active eligibility may obtain an early refill of their prescription medications if they have refills remaining on file at a participating retail or mail-order pharmacy.
- The refill obtained will stay consistent with the standard days supply previously filled by the member as allowed by their plan (e.g., 30 or 90 day supply).

- This refill too soon waiver will be continuously evaluated to determine the appropriate duration based on CDC guidance, Federal and State declarations, and other relevant data.
- This policy is in effect for all regions and states covered by OptumRx.

OptumRx does not anticipate delays in dispensing prescriptions from Optum-owned pharmacies (Optum Home Delivery, Optum Specialty, Optum Infusion Services, Avella, Genoa, and Diplomat) related to COVID-19. We are monitoring the supply chain and actively working to maintain a reliable inventory. OptumRx uses anticipatory analysis to determine if, and when, we need to expand operations to include advance dispensing, workforce management, medication access, and more involved in ensuring we secure the medications needed for our patients and deliver those medications to members. At the same time, we are evaluating drug supplies going out to our pharmacies and ensuring our best practices and disaster recovery plans are implemented to meet the operational requirements of the organization.

If you have any questions or need additional assistance, contact Nicole Bianchi at 612-428-6685.



Telecommuting Information

Yavapai College Executive Leadership is currently encouraging employees to telecommute starting this week to prevent the spread of the COVID-19 virus. Employees and supervisors should discuss whether this is possible for their positions and departments. We have made some information available online regarding telecommuting, including the Guidelines form for non-faculty employees to complete and submit to their supervisors.

Please see the links in the menu on the [right side of the page](#) [HERE](#).



Talk to a doctor anytime! Teladoc is a national network of US board-certified doctors available on-demand 24/7/365 to diagnose, treat, and prescribe medication, if necessary, for many of your medical issues. It's quality care when you need it at a price you can afford.

Teladoc is now available for ALL YC health plans, including the HDHP. Register NOW at www.summit-inc.net so that Teladoc is available when you need it. Teladoc is also prepared to [respond to patients regarding COVID-19](#).



Considering the recent concerns associated with COVID-19, we have been actively identifying how best to address these challenges and help our partners mitigate the fastmoving changes and their consequences.

This global crisis, while difficult, incites an urgent call to action in our teams and ourselves. Will we turn inward, focusing only on our challenges and needs, or will we choose to lead our teams and companies with an outward mindset?

To help individuals and organizations address the most pressing challenges they may be facing, we will be holding a series of open enrollment webinars over the coming weeks providing mindset frameworks and applicable tools to help approach and positively resolve our current situations.

Below are the topics each webinar will discuss:

Wednesday, March 18:
Humanize Communication

Thursday, March 19:
Don't Hold People
Accountable--Develop
Accountable People

Friday, March 20:
Strategic Flexibility in a Crisis

Tuesday, March 24:
Sustaining Engagement During
a Time of Anxiety

Wednesday, March 25:
Doing More With Less:
Balancing an Increased
Workload

Each webinar is scheduled at 11 am AZ time T. Even if you can't attend live, register to receive a recording of the webinar after the broadcast.

[REGISTER ONLINE HERE](#)

Managing Rapid Change in Crisis

An Open Webinar Series

Presented by:



We welcome those who would be interested in attending these webinars to come with questions and concerns that we can address as we unite in the common goal of shifting to an outward mindset in uncertain times.

Please share this invitation with anyone who would find it helpful as we continue to focus our efforts on turning the world outward. Thank you for your example of leading and serving others with an outward mindset. We look forward to speaking with you soon!