The following frequently asked questions are to assist staff and supervisors with decision-making during the University’s response to the coronavirus pandemic. The information below is to be used as a guideline and is specific to interim changes to operations during this time. For additional information, please refer to University policies and procedures, and for assistance, please contact your supervisor and/or Human Resources.

1. **Is the University closed?**

The University will remain open. However, the campus began limiting face-to-face operations on Monday, March 16, in concurrence with national and state efforts to address the coronavirus. Each unit head will determine essential on-site operations for their respective departments, including telecommuting, where possible. Regular operations are expected to resume on April 6th.

2. **Can employees work from home?**

Each unit head will determine essential on-site operations for their respective departments and telecommuting will be allowed, whenever feasible. Employees should consult with their supervisor regarding alternate work options.

3. **If I work remotely, will I still be paid?**

Employees who are approved to work from home will be paid their normal rate of pay for the period of hours worked. Employees should report time as they would if working on-site, including any time off (annual leave, sick leave, personal leave). Each employee should continue to request any time off from his/her supervisor, prior to taking time off, and should keep his/her supervisor aware of any lack of work that occurs while working from home.

4. **During this period, will Human Resources post positions and hire new employees?**

Supervisors should continue defer the hiring of non-essential positions, in order to provide adequate on-boarding and orientation for new employees. However, supervisors may continue to recruit and hire individuals for essential positions, at supervisory discretion. Positions may be posted as normal (once approved). For assistance with job postings and employment offers, contact your assigned Talent Management Associate. Please note, departments will need to ensure that all new hires complete an I-9 Form, within 72 hours of date of hire. Access to the I-9 Form and instructions on how to complete it may be found [here](#).
5. **How do I contact Human Resources for assistance?**

Human Resources remains available to assist you. To connect with a Human Resources representative by email or phone, please review our staff directory.

6. **Will UAH have on-site retirement seminars this week?**

The retirement seminars have been canceled for this week and will be rescheduled at a later time.

7. **I have an individual counseling appointment with a TIAA representative scheduled for March 17th. Will that take place?**

TIAA has decided to temporarily suspend on-site visits to institutions by Financial Consultants. They will reach out to those with appointments to offer a phone consultation or alternate arrangement rather than an in-person meeting. The meeting may be via phone, web-ex, virtual meeting, website or other channel. They are also suspending face-to-face client meetings at TIAA offices.

8. **Market volatility has impacted many financial investments including retirement accounts. Should I make changes?**

While it is tempting to react make sure you do not disrupt your long-term goals. Consult with a financial advisor before making changes. See the following links for information from TIAA and Sageview Advisory Group on the current market situation.

9. **Will my UAH Blue Cross/Blue Shield cover the cost of the coronavirus test?**

The University’s medical plan will cover the cost of the test with no patient cost share on both the PPO and HDHP plans **IF medically necessary diagnostic test are consistent with the CDC guidelines.**

10. **What should I do if I think I have COVID-19?**

Seek medical care. You should call ahead before going to the Faculty & Staff Clinic (FCS), a doctor’s office or emergency room. Also, Teladoc can answer questions about the disease, evaluate your risk, and provide support. Blue Cross/Blue Shield members can contact Teladoc at 1-855-477-4549. You will need a Fitness for Duty certificate to return to work.

Notice: Due to the COVID 19 situation, the FSC advises temporarily halting wellness visits at this time. We do not want you to miss out on any wellness points so early bird deadlines will be extended.
11. Are medical expenses related to COVID-19 covered by the UAH medical plan?

Yes, diagnostic tests and covered services that are medically necessary and consistent with CDC guidance for members diagnosed with COVID-19 will be covered. Services related to treatment for COVID-19, will incur member deductibles, coinsurance and copays, where applicable.

12. Can I use my FSA and/or HSA to pay for treatment of COVID-19?

Yes, the Internal Revenue Service (IRS) recently announced that testing and treatment related to the Coronavirus Disease (COVID-19) is considered “preventive care” and can be covered under a high-deductible health plan (HDHP). Also, keep in mind that members can use their Health Savings Account (HSA) and Flexible Spending Account (FSA) funds to pay for testing and eligible medical treatment related to COVID-19.

13. Will PayFlex be available to process FSA/HSA claims and answer questions?

Yes, PayFlex is prepared for the COVID-19 pandemic. Click here for their business continuity plan.

14. I need my prescription drugs and am under a 14 day quarantine. My refill is not due until next week. What should I do?

Blue Cross and Prime Therapeutics is waiving early medication refill limits on 30 day prescription drug medications. You can proceed with filling prescription medications. Employees may also want to consider using the home delivery network benefit to have prescription drugs delivered directly to your home.

15. Are short-term disability benefits from The Standard provided to individuals under quarantine?

- Short-term disability benefits would be determined on a case-by-case basis and decisions made based on the facts of that claim. Individuals would have to have a diagnosis and their condition would meet the disability guidelines as outlined in the group policy.
- If an individual is quarantined as directed by a licensed health professional or government agency, HAS NOT been diagnosed with COVID-19, but is unable to perform their job remotely, they WILL retain coverage and eligibility under the STD policy should they eventually become disabled.
- If an employer has approved work-from-home arrangements due to COVID-19 public health concerns we will consider the covered employees actively at work under the group STD policy, so this will not affect their coverage eligibility.
16. **What travel assistance benefits are available under the UAH group life insurance plan with The Standard?**

- The Standard has partnered with Generali Global Assistance (GGA) to provide travel assistance services, which includes pre-trip planning services as well as emergency transportation and medical assistance services if a person is traveling at least 100 miles from home or internationally for 180 days or less.
- If you are traveling and have tested positive for COVID-19, your request would be treated like a standard medical case. If you are eligible for transport benefits, those benefits would be arranged in accordance with the departing and receiving country’s government clearance on flying.
- All individuals should ensure they have the latest travel advisories regarding the coronavirus and their intended destination. This information can be accessed at the following site: [https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/](https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/)
- Below are links to the Travel Assistance Flyer and Employee Card for your convenience. You may want to save and put this information in your cell phone prior to any travel.

  - [Travel Assistance - Employee Flyer](#)
  - [Travel Assistance Employee Card](#)
  - [The Standard’s Business Resiliency and Response to COVID-19](#)

17. **How do I ensure a new hire’s Form I-9 is properly processed?**

The Form I-9 requires that new hires have their documents inspected in-person so a visit to the campus HR Department is required. Please contact HR if you have questions or issues related to the Form I-9 policy.

18. **Are student employees expected to work as in-person classes have been suspended?**

It is up to the Division/Department to allow the student employee to work. If telework is approved, the Division/Department is responsible to ensure work assignments have been completed.