



SPRING | 2020

MPI

## COVID-19 UPDATE

Last Updated on March 19, 2020

### **Motion Picture Industry Pension & Health Plans' Plan of Action in Response to COVID-19**

As the COVID-19 (Coronavirus) pandemic continues to evolve, following is a message from the Board of Directors of the Motion Picture Industry Pension & Health Plans (“Plans” or “MPI”) about the current crisis:

MPI is aware that many Participants are experiencing an unexpected reduction in contribution hours due to production shut-downs associated with Coronavirus precautions. The Plans’ staff and the Board of Directors are currently reviewing available options to minimize benefit disruptions to the extent possible. We are keenly sensitive to the importance of this issue and will notify all Participants as quickly as possible of any actions taken by the Board of Directors. Please check the MPI website for the most up-to-date information.

In addition, following are steps MPI has taken, to-date, in response to COVID-19.

Thus far, MPI has made the following changes to the medical benefits provided to you:

#### **No Out-of-Pocket Costs for COVID-19 Diagnostic Testing:**

For Anthem Blue Cross PPO enrollees, through June 15, 2020, Participants will not incur any out-of-pocket costs (no co-payment and/or co-insurance) for the COVID-19 virus diagnostic test and the associated visit for this test when the test is ordered by an in-network medical provider and performed at an in-network facility. The associated visit may occur in an emergency room, urgent care or doctor’s office. The COVID-19 test and the associated visit will continue to be covered at the usual plan benefit level after June 15, 2020.

For all other medical plan enrollees, Participants will not incur any out-of-pocket costs (no co-payment and/or co-insurance) for the COVID-19 virus diagnostic test and the associated visit for



Motion Picture Industry Pension & Health Plans

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this test when the test is ordered by an in-network medical provider and performed at an in-network facility. The associated visit may occur in an emergency room, urgent care or doctor's office.

### **Early Prescription Refills Are Available:**

Beginning March 16, 2020, for a period of 30 days, Participants may refill their prescription medications early, for up to a 90-day supply, from Express Scripts mail order or a Walgreens Smart90 pharmacy (including, Duane Reade and Happy Harry's). The pharmacy staff may need to contact the Express Scripts pharmacy help desk at (800) 922-1557 for override information.

Participants enrolled in the Express Scripts (ESI) Medicare Part D Prescription Drug Plan should contact the ESI Part D Customer Service Team at (800) 797-4887 for all prescription refill requests.

Participants enrolled in Kaiser Senior Advantage should contact the Kaiser Senior Advantage Pharmacy Customer Service Team at (888) 218-6245 (if in Northern California) and (800) 464-4000 (if in Southern California) for all prescription refill requests.

In addition to the aforementioned, MPI provides you with the following information:

### **Update on the Financial Markets:**

The Motion Picture Industry Pension Plan (MPIPP) investment professionals have been anticipating and preparing for a market downturn and have taken pre-emptive action to minimize the impacts of these market changes. MPIPP is a long-term investor with a well-diversified portfolio including a large portion of investments that do not have a strong correlation to the world financial markets. Our investment strategy is built to weather the inevitable financial storms that occur over the decades and take advantage of appropriate and prudent investment opportunities when they arise.

### **Electronic Forms Are Available Online:**

Participants are reminded that many of the forms they may be required to complete are available online under the "Forms" section of MPI's website ([www.mpiphp.org](http://www.mpiphp.org)). You may use these forms to change your address on file with MPI, add a dependent to your coverage, authorize someone other than yourself to speak to MPI about your health and/or retirement benefits, or change the person designated to receive your pension benefit.

### **An Appointment is Required to Visit MPI's Studio City Offices:**

In order to keep Participants and MPI staff safe and healthy, all Participants who need to visit the MPI offices must have an appointment to do so. Before being permitted into MPI's office, all visitors will be screened for COVID-19 symptoms. Participants are reminded, however, that most questions can be answered by phone or email.

### **MPI's Phone Hours Have Changed:**

MPI's phone hours are now 6:00 am to 6:00 pm, Pacific Daylight Time.

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### **Telemedicine Benefit Reminder:**

Participants are reminded that if their provider allows for tele-visits, they may have a telemedicine visit through your primary care provider or specialist at the same benefit as an office visit (co-payment and co-insurance apply). Alternatively, several of the health plans offered through the Plans provide an online telemedicine portal.

Participants enrolled in Anthem Blue Cross are reminded that if their provider allows for tele-visits, they may have a telemedicine visit through their primary care provider or specialist at the same benefit as an office visit (co-payment and co-insurance apply). Participants may also visit with a provider using LiveHealth Online ([www.livehealthonline.com](http://www.livehealthonline.com)) and pay a \$20 co-payment.

Participants enrolled in Anthem Medicare Preferred Plan (Medicare Advantage) may use telemedicine for medically necessary visits with their primary care provider or specialist for a \$5 co-payment so long as the provider accepts Medicare. LiveHealth Online ([www.livehealthonline.com](http://www.livehealthonline.com)) is also available 24/7 at no co-payment.

Participants enrolled in Kaiser Permanente or the Kaiser Permanente Senior Advantage Plan should call (833) 574-2273 to schedule a telemedicine visit. There will not be a required co-payment to use this benefit.

Participants enrolled in Health Net or the Health Net Seniority Plus Plan may call (800) 835-2362 to use their telemedicine benefit or visit [www.Teladoc.com](http://www.Teladoc.com). Participants will not be required to pay a co-payment.

Participants enrolled in the Oxford Health Plans and the Oxford Medicare Advantage Plan may seek a tele-visit visit through their primary care provider or specialist at the same benefit as an office visit (co-payment and co-insurance apply).

### **Optum is Encouraging Behavioral Health Virtual Visits:**

Optum Behavioral Health Solutions (“Optum”) is encouraging providers and Participants to use secure video-enabled virtual visits, and is supplying the platform that providers need to have secure video visits with individuals who cannot travel to an office. For Participants or providers who do not have access to secure video technology, Optum is allowing telephonic sessions if a member is confined to their home due to COVID-19 illness or quarantine.

### **Optum is Offering Free Emotional Support Help, Tools & Resources:**

Optum is offering a free emotional support help line for all people impacted by COVID-19. This help line will provide those affected access to specially trained mental health specialists. The company’s public toll-free help line number, (866) 342-6892, will be open 24 hours a day, seven days a week for as long as necessary. This service is free of charge and open to anyone.

Additionally, there are several coping and disaster tools and resources available to you on [www.liveandworkwell.com](http://www.liveandworkwell.com). Log on to this site using “MPI” as your “Guest Access Code” and then select “Motion Picture Industry Pension & Health Plans” from the drop down menu. Type the keyword “disaster” or look for the COVID-19 spotlight to participant in a webinar.

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### **By Email or Telephone is the Preferred Method of Communication with MPI:**

Participants are encouraged to communicate with MPI by email.

Participants are highly encouraged to email MPI at [service@MPIPHP.org](mailto:service@MPIPHP.org) to communicate with MPI staff. A team of MPI staff members are dedicated to responding to emails received. As a reminder, please include your name, date of birth, MPI ID (or last four numbers of your Social Security Number) and mailing address (or phone number) when sending emails to MPI. This will help expedite the process of responding to emails.

As of today, all calls placed to MPI's Participant Service Center are answered within two minutes. While this answer time may increase depending on the volume of calls received, MPI staff will remain available to answer questions by telephone.

### **MPI Staff Are Shifting to a Work-from-Home Schedule:**

In an effort to protect the staff who work at MPI, MPI is shifting to a work-from-home schedule to increase social distancing opportunities. As of today, 75% of MPI staff are working remotely; this percentage is anticipated to increase. Please note, a work-from-home schedule is not anticipated to affect MPI's staff ability to continue its day-to-day work, including answering your questions and processing your worked hours.

While the circumstances surrounding COVID-19 remain uncertain, you can be confident that MPI is here to provide the highest level of service possible at this time.

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