



Benefit Services | A Ministry of the ELCA

As we feel the evolving impact of COVID-19 on our lives and communities, Portico is here to support you. The health and well-being of our members is paramount. We encourage you to use your ELCA-Primary health benefits to help you and your covered family members stay well — physically as well as emotionally.

Seek care when you need it. Options for care:

- If you are concerned about potential coronavirus symptoms or have other health concerns, consider using text-based primary care through 98Point6. You can consult with a physician 24/7 from the comfort of your home. Visits are a \$0 copay for members with Platinum+ and Gold+ options, \$5 copay per visit for members with Silver+ and Bronze+ options. Not registered yet? Register at 98point6.com/portico.
- Call your primary care provider if you wish to be seen in person and your symptoms are not life-threatening.
- Go to an emergency room if you feel your symptoms are life-threatening.

Testing will be covered.

- While tests may have limited availability currently, if you need to be tested for COVID-19, your ELCA-Primary health benefits will cover the diagnostic test with no out-of-pocket cost to you.
- At this time, while there is no specific antiviral treatment or vaccine for COVID-19 if you become ill, your ELCA-Primary benefits will cover medically necessary health care costs subject to plan deductible and out-of-pocket provisions.

Consider home delivery for your prescriptions.

- Want to stay on track with your maintenance medications and avoid a trip to the pharmacy? Call **800.575.8090** or go online to [sign up for Express Scripts home delivery](#). Express Scripts will reach out to your doctor for a 90-day prescription to be mailed to you.

Emotional support is just a phone call away.

- It's very common to feel stress, sadness, anxiety, or a range of reactions. The Employee Assistance Program (EAP) gives you confidential, around-the-clock access to counselors at **800.432.5155** and [Learn to Live](#) provides online resources to help you manage the emotional weight of this public health concern.

We encourage you to [reference CDC guidelines on COVID-19](#).

To keep congregations informed and prepared, the ELCA has created a public health page to offer guidance and resources to our faith community.

[ELCA Resources](#)

Looking for ways to build your resiliency during these stressful times? Check out the course with resiliency expert Jenny Evans on our new Being platform.

[Visit Being](#)

Have any questions?

Contact the Portico Customer Care Center

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