



VEBA Member Alert: COVID-19 Updates

April 30, 2020

As VEBA continues to monitor the national COVID-19 emergency, we would like to share important updates on how testing and treatment related to COVID-19 will be covered under VEBA plans. We have included a carrier comparison chart ([see attachment "VEBA COVID-19 Coverage Chart_All Carriers"](#)), which provides a brief overview of how plans cover COVID-19 related care. Both the carriers and VEBA Advocacy are standing by to support additional questions.

Carriers	Website	Phone #
Cigna	Cigna COVID-19	855-287-8400
Kaiser	Kaiser COVID-19	800-464-4000 For COVID-19 questions: 877-813-7297
SIMNSA	SIMNSA COVID-19	619-407-4082
UnitedHealthcare (UHC)	UHC COVID-19	888-586-6365
UMR	UMR COVID-19	800-826-9781
VEBA Advocacy	Email: Advocacy@mcgregorinc.com	888-276-0250

Medical Groups	Website	Phone #
Beaver Medical Group	Beaver COVID-19	909-793-3311
Edinger Medical Group	Edinger COVID-19	714-965-2500
Greater Newport Physicians	GNP COVID-19 (links to MemorialCare) GNP home page	800-553-6537



Medical Groups	Website	Phone #
HealthCare Partners, part of OptumCare	HealthCare Partners COVID-19 (links to Optum) HealthCare Partners home page	800-403-4160
Loma Linda	Loma Linda COVID-19	877-558-6248 For COVID-19 Questions: 909-558-5545
MemorialCare Medical Group	MemorialCare COVID-19	877-MYMEMCARE (696-3622)
Monarch HealthCare, part of OptumCare	Monarch COVID-19 (links to Optum) Monarch HealthCare home page	888-767-2222
Pomona Valley Medical Group (Promed Health Network)	Pomona Valley COVID-19	909-865-9500
PrimeCare Citrus Valley, part of OptumCare	PrimeCare COVID-19 (links to Optum) PrimeCare home page	800-956-8000, choose option 5
Regal Medical Group	Regal COVID-19	818-357-5000 or toll free 866-654-3471
Riverside Medical Clinics Inc.	Riverside home page	951-782-3602
Riverside Physician Network	Riverside Physician Network COVID-19 (links to Optum) Riverside Physician Network home page	951-788-9800
St. Jude Heritage Medical Group	St. Jude COVID-19	800-627-8106



Provider Changes:

The health of patients and the medical professionals delivering care remain a top priority for the region. Each major medical group has websites dedicated to answering member specific questions around accessing care in the safest manner possible. Please note, guidelines change frequently and we recommend reviewing your providers COVID-19 page. We have included links to the major medical groups. Generally, the medical community recommends or requires:

- Calling your doctor if you are showing symptoms of COVID-19 or have been in contact with a person with COVID-19.
- Calling your doctor prior to seeking care physically, whenever possible.
- Using virtual or telehealth whenever possible.
- Wearing protective face masks when visiting a medical facility.
- Patients over the age of 18 to be unaccompanied when receiving care.

Calling 911 or seeking care at your nearest emergency room or urgent care if you are experiencing a medical emergency.

VEBA RESOURCE CENTER

Over the last 30 days, the VEBA Resource Center have transformed all of the resources available at our Mission Valley location, to a digital experience. Virtual classes and one-on-one coaching are available throughout the day (*see attachment "Virtual VRC Launch Packet" for May schedule*).

For additional information or to register for classes, you can email VRC@mcgregorinc.com or call 619-398-4220.

The VEBA Resource Center has helpful resource guides on Facebook and Instagram, such as coping with stress, dealing with job loss and accessing benefits. Follow us on [Facebook](#), [Instagram](#) and [LinkedIn](#) for well-being tools and news.

Our own Dr. Sondoozi will be conducting emotional well-being talks each week on Facebook Live. Join us every Tuesday and Thursday from 12:30 - 1 p.m. Videos of the chat will be shared on our social media channels.

If you are feeling stressed or anxious, remember that VEBA members have a number of emotional well-being resources available to them. Attached are flyers outlining mental health services for all VEBA members (*see attachment "VEBA Mental Health Flyer"*). Remember that the free Optum Emotional Support line is available 24 hours, 7 days a week, at 866-342-6892. It is open to family and friends as well.