

Pension E-lert



CTPF Operations Update, March 18

CTPF Members,

The impact of COVID-19 is evolving. We take the health and safety of our members and staff seriously and want to remind you of important updates that impact our operations. Please read below for calendar changes, healthcare updates, member payments, and more.

Town Hall Webinar Today

CTPF Executive Director, Charles A. Burbridge, will offer a Town Hall webinar **TODAY** from 4:30 p.m. - 5:30 p.m. The webinar will offer an overview of the Fund and will provide operational updates.

[Click here to register.](#)

After registering, you will receive a confirmation email containing information about joining the webinar.

Updates for CTPF Healthcare Plan Enrollees

All CTPF health insurance carriers have waived all member cost sharing, including copays, coinsurance and deductibles, for COVID-19 diagnostic testing.

Pharmacy Benefits

- UHC Medicare Advantage PPO and UnitedHealthcare AARP Medicare Supplement Plan F members can transfer prescriptions for chronic conditions to the mail order pharmacy provider, Express Scripts Pharmacy (ESI), where they can obtain 90-day supplies delivered directly to their home, and have access to ESI pharmacists 24/7. Call 1.800.864.1416 or visit www.Express-Scripts.com/medd/ctpf for information. Members may also access 90-Day supplies at retail pharmacies.
- Humana HMO is allowing early prescription refills so that members can have additional supplies on hand.

UnitedHealthcare Resources

- UnitedHealthCare offers [Virtual Doctor Visits](#) which can help prevent the spread of viruses. Virtual Doctor Visits allow users to see and speak to a doctor online anytime from your mobile device or computer.

Blue Cross Blue Shield Resources

- BCBSIL began covering telehealth visits with in-network Illinois providers for eligible BCBSIL PPO members. If a PPO member sees an in-network provider who offers telehealth services, those services will now be covered as a regular office visit.

- Humana is waiving telemedicine costs for urgent care needs. Humana offers the MDLIVE service where members can have virtual appointments with a doctor. Find more information at [MDLIVE.com/yourbenefit](https://www.mdlive.com/yourbenefit). You can start by calling 1-888-673-1992 (TTY: 711) or download the MDLIVE mobile app from the App Store or Google Play.

Free Mental Health Support Services Available to All

Optum, a leading health and behavioral health services company, is offering a free emotional-support help line. The toll-free number, 866-342-6892, is staffed by professionally trained mental health experts, is free of charge and open to anyone 24 hours a day, seven days a week.

Walk-In CTPF Office Visits Suspended and March Meetings Cancelled

All March meetings that would have been held in the CTPF office have been canceled, and the office is closed to visitors. View the calendar at www.ctpf.org for information and updates on future meetings.

CTPF operations continue, but the Fund is providing alternate work arrangements for our staff. Effective immediately we are implementing the following changes for the health and safety of all:

- In-person appointments with members will be restricted to emergency, benefit payment situations only, and must be prescheduled. If you arrive at the office without an appointment, you will not be admitted.
- Members are encouraged to contact us via phone at 312.641.4464 or email memberservices@ctpf.org for assistance.
- All group meetings have been rescheduled as webinars.

Submitting Documents

If you are submitting your [retirement application](#), [change of address](#), [direct deposit authorization](#), or other forms, the best way to send documents is by Fax 312.641.7185 or email a .pdf to imaging@ctpf.org. We encourage the submission of forms electronically, as mail processing could be delayed.

Thank you

Please know that we are doing our best to make decisions in the best interest of our staff, our members, and the public. Our leadership team is meeting daily to guide and plan our continued response. The situation continues to be fluid, dynamic, and ever-changing. We are grateful for your understanding and cooperation.

We will provide updates as the situation develops. For more on COVID-19, we encourage you to seek information from reliable sources, such as the [CDC](https://www.cdc.gov) and your [local public health departments](#).