

# THE LINE CONNECTION



Benefit News for LINECO Participants

SPRING 2020

During these uncertain times, LINECO continues to work behind the scenes to ensure there is no interruption of service to you and your family. Your health and safety has always been and continues to be our highest priorities. It is our goal to continue to provide you with access to your health and welfare benefits.

The Fund Office is fully operational. We have taken several steps within our organization to protect the safety of our valued Fund Office employees who provide you with outstanding service every day, including suspending business travel, shifting to virtual meetings and ensuring our staff can telecommute.

Know that we are here for you and continue to work to provide best in class service.

**Stay well, stay strong and stay informed!**

## LINECO WEBSITE

We are excited to announce new changes to **LINECO.org!**

### CORONAVIRUS UPDATES

Your link to the most current benefits and trusted partners regarding Coronavirus, including helpful information for members, employers and providers. Please visit this page to learn about benefit enhancements directly related to the Coronavirus pandemic.

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## ABOUT THIS NEWSLETTER

Included in this newsletter is information regarding our updated website **LINECO.org**, an article from Beacon Health regarding Coronavirus (COVID-19) Related Anxiety, details regarding our strategic partners who have benefits that can assist during this difficult time and information regarding Fraud Amidst Coronavirus. We hope that you will find the information in this newsletter helpful.

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## LINECO VIDEO

"Welcome to LINECO" video is available in English and Spanish on our home page. This video provides an overview of LINECO including eligibility, enrollment, benefits and much more! Whether you are a new or existing member take a moment to check it out!

## Introducing YOUR Secure Member Portal



Secure access to view your Personal Data, Claims, Eligibility, Hours Reported, Deductibles and Maximums and if applicable, Disability Checks.

Make sure you register for **myLINECO Portal**. Your information is accessible 24 hours a day 365 days a year.

We are continuously working to update our website **LINECO.org**.

**MAKE SURE YOU VISIT OFTEN!**



# Take Charge of Coronavirus Related Anxiety

The Coronavirus (also called COVID-19) is in the news daily, with the number of cases and varied health recommendations based on location. It is increasingly important to stay focused and take measure of your situation and feelings. Normally you are a person who manages life's ups and downs with relative ease, but this news is causing you stress and generally hindering your daily life.

An evolving, ongoing event such as the threat of a health emergency can cause people to feel anxiety, even when they normally don't. Symptoms of anxiety include:

- Intense worry
- Fatigue
- Panic
- Obsession
- Nightmares
- Muscle tension
- Headaches
- Sleep problems
- Rapid heart rate
- Shortness of breath
- Chest pain
- Sweating

The good news is that there are steps you can take to address your anxiety around the coronavirus or any other stressful situation.

## TAKE CONTROL OF THE SITUATION.

There are preventive measures you can take to limit your susceptibility to the coronavirus, such as washing your hands;

not touching your eyes, nose and mouth; and disinfecting your home and work area. For more suggestions, refer to the [Centers for Disease Control \(CDC\)](#) and [World Health Organization \(WHO\)](#) websites.

## TAKE CARE OF YOURSELF.

Eat nutritious food, exercise, limit alcohol consumption and make sleep a priority. Stay connected with family and friends so that you're not socially isolated.

## STAY INFORMED BY LEARNING THE FACTS.

The news isn't always accurate. Be sure to get your information from authoritative sources, such as the CDC and the WHO.

## THINK ABOUT THE IMPACT YOU HAVE ON OTHERS.

Be sure to care for yourself and take preventative measures more seriously. Communicating with family and friends about those measures is a form of positively affecting others.

## LIMIT YOUR MEDIA EXPOSURE TO CORONAVIRUS NEWS.

Today's news cycle is 24 hours, and the exposure can be overwhelming, regardless of the topic.

## LET IT GO.

Don't dwell on what may or may not happen regarding the coronavirus. Change what you can and let the rest take its course. Refocus your mind and think only about positive things.



# STRATEGIC PARTNERS

Our strategic partners have benefits that can assist you and your family during this difficult time.



## Teladoc

Free Telemedicine Services to you and your Family Members.  
Use Teladoc for minor illnesses, especially now.

<https://www.teladoc.com/coronavirus/> or **1-800-835-2362**



## Express Scripts

Express Scripts provides 90 day mail order supply of drugs for chronic and repeat prescriptions. Please consider using Mail Order.

<https://www.express-scripts.com/covid19/index.html> or **1-877-327-0568**



## Beacon Health Options

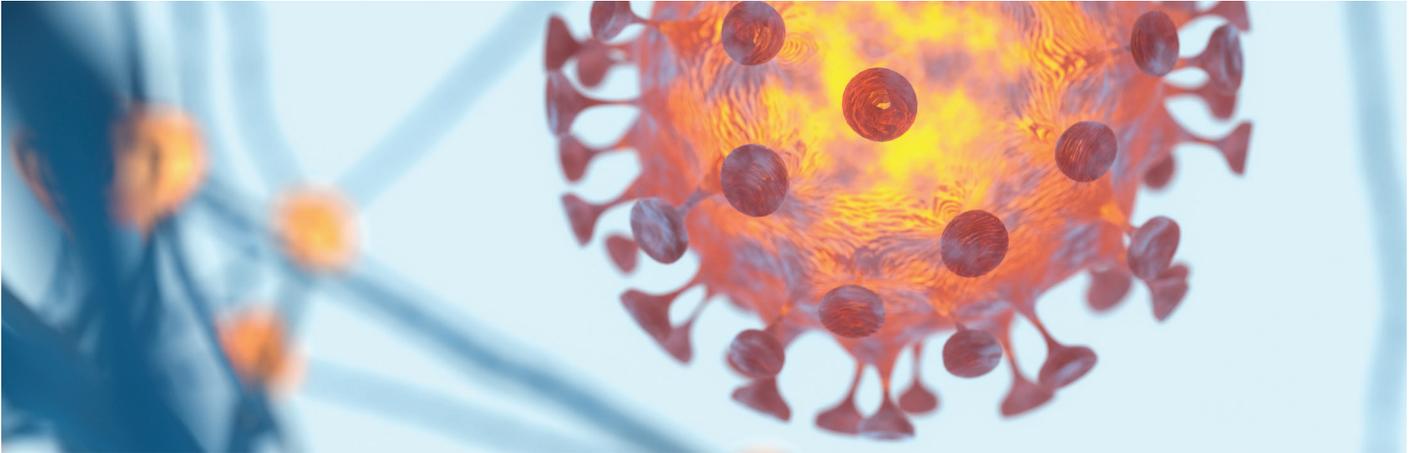
As part of Beacon's client resources regarding the COVID-19, they have created a new series of live webinars and recorded podcasts.



## LINECO Member Assistance Program (MAP)

Provides 6 free visits for a wide variety of lifestyle issues (personal, emotional, work and family, alcohol, substance abuse, etc.).

Contact the MAP at **1-800-332-2191**. Calls are confidential.



## Fraud Amidst Coronavirus— Proceed With Caution

UNFORTUNATELY, THERE ARE INDIVIDUALS WHO MAY BE INTERESTED IN EXPLOITING NON-SUSPECTING CITIZENS DURING TIMES OF CRISIS. PLEASE BE AWARE OF COVID-19 FRAUD SCHEMES CENTERED AROUND:

### COVID-19 Testing Schemes

Beware of individuals who contact you in person, by phone, or by email to tell you the government or government officials require you to take a COVID-19 test. These scammers will likely ask for your health insurance information, including your Medicare or Medicaid number, and other personal information. Be cautious of any unsolicited offers that require or request your medical insurance information.

Also beware of individuals offering to sell you a COVID-19 test kit or supplies, especially when these contacts are unexpected. A physician or other trusted health care provider should assess your condition and approve any requests for COVID-19 testing. Some scammers are selling fake at-home test kits; some are even going door-to-door and performing fake tests for money. Legitimate tests are offered free to patients when administered by a health care professional.

### COVID-19 Treatment Schemes

Legitimate medical professionals and scientists throughout the U.S. are working hard to find a cure, approved treatment, and vaccine for COVID-19. Unfortunately, they don't yet exist yet. At the same time, scammers are working hard to sell fake cures, treatments, and vaccines. Ignore unsolicited offers for these fake procedures. Do not provide any personal information, including your financial information, Medicare or Medicaid number, or private health insurance information to anyone offering them.

You should also beware of scammers claiming to be medical professionals and demanding payment for treating a friend or relative for COVID-19.

If you think you are a victim of COVID-19 fraud, immediately report it to National Center for Disaster Fraud Hotline at

**866-720-5721** or **disaster@leo.gov**,  
or the FBI (visit **ic3.gov**, **tips.fbi.gov**,  
or call **1-800-CALL-FBI**).

For accurate and up-to-date information about COVID-19, visit **LINECO.org** for links to trusted partners.



**Important  
Plan Reminders  
Inside.**



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Lombard, IL 60148-3250

www.lineco.org  
1-800-323-7268

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