

March 23, 2020

IMPORTANT INFORMATION EMAIL TO ALL EMPLOYEES

SUBJECT: Limiting Campus Access March 25 and Other Important Updates

In this email, employees will find important news and updates on the following topics.

1. Limiting Campus Access on March 25
2. Online/Phone Benefit Plan Resources
3. Health Clinic Services for Essential Employees Working on Campus
4. Post Office Schedule and Mail Pickup
5. Continuation of Safer at Home Work Schedule

1. Limiting Campus Access on March 25

For employees who need to retrieve items from their offices, you may do so through Tuesday afternoon, March 24, with approval from your supervisor as noted in yesterday's email. Beginning on Wednesday, March 25, we are limiting on campus visits in order to maintain the disinfecting services once they are completed. As a result, **beginning on Wednesday, March 25, anyone needing to return to campus must contact Kathy Hargis, associate vice president for risk management, at kathy.hargis@lipscomb.edu for approval to access your office or other area on campus.** Limiting and controlling campus access allows our service operations teams to follow the best deep disinfecting protocols and maintain the facilities using best practices.

2. Online/Phone Benefit Plan Resources

We want to remind employees of various resources available to employees on the Lipscomb medical plan that are accessible either online or by phone. Of particular interest during the next few weeks may be the **PhysicianNow - Telehealth** option for medical attention.

PhysicianNow - Telehealth. This program is provided for those enrolled in the employee medical plan. Although there is a per-visit fee, enrollees have access to a physician without leaving their home. If you have not used the program in the past, it is good practice to set up the account. To set up the account, you will login to your BCBS account, select "Managing Your Health" and "PhysicianNow." By having an account set up before you need it, you will be able to access care more quickly when you need it and will be able to simply request a doctor visit. It is important to know before you get sick who your provider is!

All of the online/phone access options listed below are available to employees on the Lipscomb medical plan now and through April 30 with our BCBS partnership. If you need any of these services, we hope that you will reach out to the appropriate resource as needed.

Plan Contact Information:

VENDOR	CUSTOMER SERVICE	
Medical Insurance		
BlueCross BlueShield of Tennessee	800-565-9140	bcbst.com
PhysicianNow	888-283-6691	bcbst.com/blueaccess
Flexible Spending Accounts (FSA) & Health Savings Account (HSA)		
HealthEquity	866-375-1323	healthequity.com
Dental Insurance		
BlueCross BlueShield of Tennessee	800-565-9140	bcbst.com
Vision Insurance		
BlueCross BlueShield of Tennessee	877-342-0737	bcbst.com
Life/AD&D Insurance		
Prudential	800-524-0542	prudential.com/gi
Short/Long Term Disability		
Prudential	800-842-1718	prudential.com/gi
Health Advocate		
Health Advocate	866-695-8622	healthadvocate.com

Note: Beginning May 1, we will move our health plan to Cigna, which has similar online/phone options. We will share the Cigna contacts with you as we get closer to the May 1 switch date.

3. Health Clinic Services for Essential Employees Working on Campus

The Lipscomb University Health Clinic continues to serve students in the clinic in a variety of ways. They are also extending services to essential employees who are working on campus over the next few weeks as well. Clinic hours are 8 a.m. to 4:30 p.m., Monday through Friday.

All essential employees requesting services from the Health Clinic must call 615-966-6304 for triage and scheduling appointments.

4. Post Office Schedule and Mail Pickup

The Connection will continue to receive Lipscomb-related mail and parcels. The post office will be open Monday-Friday from 8 a.m. to 4 p.m. for mail and parcel pick up in addition to shipping parcels and mail. (The last daily mail departure from campus is at 2:15 p.m. Monday- Friday. There is no Saturday or weekend mail delivery or pick up.) The Connection will not make any deliveries to campus offices. **We ask that you designate one employee to pick up mail and parcels during post office operating hours to keep business continuity flowing.** If possible, to limit the number of pickups, areas that work closely with each other may want to designate one person to pick up the mail for multiple areas and then process it as needed. While you do not need to notify anyone prior to visiting the post office, we ask that you limit your visits there as much as possible and do not go to your office or other places on campus after you have picked up the mail. Remember, beginning Wednesday morning you must contact Kathy Hargis to make arrangements to be on campus for any reason.

5. Continuation of Safer at Home Work Schedule

The Safer at Home order issued by Nashville Mayor John Cooper extends through next week. **Watch for more communication for all employees regarding work schedules for the week of March 30-April 3 later this week.**