

Hidalgo County

DEPARTMENT OF HUMAN RESOURCES
EMPLOYEE BENEFITS DIVISION



COVID-19 Resources for Hidalgo County Employees

HIDALGO COUNTY WELLNESS PROGRAM

With the purpose of ensuring that County employees are well informed during this current and critical COVID-19 outbreak situation, this document will outline the major resources that Hidalgo County employees have through the Medical Insurance and the Employee Assistance Program.

Resources to Prevent spreading of COVID-19:

- **Teladoc:** It is strongly recommended that employees and dependents make use of Teladoc® as their first line of defense in order to limit potential exposure in a physician's office. Hidalgo County offers zero co-pay telemedicine visits through Aetna-covered Teladoc®. This service is 24/7 and is for county employees and dependents who are part of the county's medical insurance. This service can be accessed via telephone: 1-855-TELADOC (835-2362), online through [Teladoc.com/Aetna](https://teladoc.com/Aetna), or the highly recommended Teladoc ® App.
- **Waived charges for home delivery of all prescription medications from CVS Pharmacy.** Additionally, it is highly encouraged to opt for 90-day refills of eligible prescriptions. Furthermore, CVS Pharmacy will be waiving early refill limits on 30-day prescriptions for maintenance medications to prevent the interruption of medication availability.

Resources for members who have been exposed to or diagnosed with COVID-19:

- **Zero Co-pay for Testing related to COVID-19:** This policy will cover the cost of physician-ordered testing for patients who meet CDC guidelines, which can be done in any approved laboratory location.

- **Office Visits & Inpatient Services Related to COVID-19:** The County's medical plan has waived co-pay for medical office visits related to COVID-19. Additionally, County's medical plan covers 100% for in-network inpatient services associated with COVID-19.

• CVS Drive Through COVID-19 Testing*:

- CVS Pharmacy, 7395 Padre Island Hwy, Brownsville, TX 78520
- CVS Pharmacy, 2820 West University Drive, Edinburg, TX 78539
- CVS Pharmacy, 118 East Harrison, Harlingen, TX 78550
- CVS Pharmacy, 5600 North 23rd Street, McAllen, TX 78504
- CVS Pharmacy, 1301 S. Cage Blvd., Pharr, TX 78577
- CVS Pharmacy, 111 East Hidalgo Avenue, Raymondville, TX 78580

***Self-swab tests will be available to individuals meeting CDC criteria. Patients must register in advance at CVS.com to schedule an appointment. Patients will be required to stay in their cars. Patients will be provided with a test kit and given instructions, and a CVS Pharmacy team member will observe the self-swab process to ensure it is done properly. Tests will be sent to an independent, third-party lab for processing, and the results will be available in approximately three to seven days.

• CVS COVID-19 Testing at El Milagro Clinic:

Schedule your appointment at 956-213-6400. When you arrive at your scheduled time, a team member will guide you through the self-swab test. Results will be available within 30 minutes. Address: 901 E. Vermont Ave., McAllen, TX 785033.

- **Aetna's Healing Better Program:** Through this program, members who are diagnosed with COVID-19 will receive a care package containing CVS items to help relieve symptoms. The package will also include personal and household cleaning supplies to help keep others in the home protected from potential exposure. This kit will include a mask, gloves, hand sanitizer, and additional tips and resources. * Based on availability.

Resources to address anxiety and stress associated with COVID-19

- **E.A.P. Short-term Counseling:** Through the Employee Assistance Program, county employees have access to free short-term counseling (3 sessions per case). The counseling sessions last from 30 to 45 minutes and are available via telephone, video, or in-person. Based on national recommendations, we strongly suggest using Telehealth (Counseling via structured telephonic or video sessions). To request counseling, call the toll-free number 1-888-993-7650. You will receive a confirmed referral within the next three business days to your email or phone number.
- **Vera Whole Health Resources:** Through Vera Whole Health, you can now easily schedule an in-person or virtual visit with a primary care provider or health coach. The Vera team is here to assist you with the challenges of dealing with the pandemic both physically and mentally. Call the care center at 956-287-3099 to schedule an appointment today.
For more resources on COVID-19 and how to manage and cope with the impact, visit our Coronavirus Advisory page at <https://content.verawholehealth.com/coronavirus-advisory>, where you will find webinars and additional resources related to the pandemic.
- **Aetna Crisis Response Lines:** Aetna is offering resources to assist members who may be experiencing anxiety related to COVID-19.
 - **Crisis Response Line:**
1-833-327-AETNA/ 1-833-327-2386
 - **24/7 Aetna Nurse Medical Line:**
1-800-556-1555



"Because your health is our priority!" - The Hidalgo County Wellness Program

Recommended Preventive Measures against COVID-19

The Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) highly advise the public to follow the recommendations listed below to avoid the spreading of COVID-19:

- Wash your hands frequently and thoroughly with soap and water or use a 60% alcohol based-hand sanitizer.
- Avoid touching eyes, nose, and mouth.
- Cover coughs and sneezes properly.
- Wear a face mask if you are sick.
- Social Distancing - When possible, stay home except for unavoidable circumstances such as medical visits.
- Clean high touched surfaces daily.

For more information on the CDC & WHO recommendations, please visit the links below:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

<https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>

For questions regarding the information contained in this document, please contact our office via email at hidalgocounty.wellness@co.hidalgo.tx.us. Visit our website at: hidalgocountywellnessprogram.com.

