

March 17, 2020

COVID-19: What You Need to Know

Dear SDJ Colleagues --

The health and safety of our larger school community is very important to everyone in the School District of Janesville. As we continue to monitor the on-going public health emergency related to COVID-19, it is important that you know what to do in the event that you are showing signs and/or symptoms of illness.

COVID-19: What You Need to Know from MercyCare

Mercyhealth is proceeding with an abundance of caution and unwavering commitment to patient safety as we navigate the unprecedented COVID-19 situation. As your healthcare provider, we are here to help you stay well.

If a member feels that they have been exposed to COVID-19, MercyCare recommends using Virtual Visit which will be covered at 100%. If directed to take a COVID-19 test, the member will be sent to one of the four locations below which there also will be no cost.

Ambulance Bay for COVID-19 testing

- Mercyhealth North
- Mercyhealth Walworth
- Mercyhealth Riverside
- Mercyhealth Perryville

If a member chooses to go to their primary care, urgent care, or the emergency room, the member should anticipate out of pocket cost. We are asking members not to go to any of these locations to help eliminate the spread of COVID-19. In addition, primary care and urgent care settings do not have testing kits.

COVID-19 explained: [CLICK HERE](#) to listen to Mercyhealth Medical Directors, Dr. John Dorsey and Dr. Mark Goelzer explain the latest on COVID-19 (Coronavirus), published March 12, 2020. Please know, this is an evolving situation that may change.

Feeling sick? Consider a Virtual Visit

Explore Mercyhealth's Virtual Visit Now – 24/7 Online Urgent Care

“Lets you stay out of the waiting room and in the comfort of your home or office.”

[Mercyhealth's Virtual Visit Now](#)

COVID-19: What You Need to Know from Dean Health

Thank you for the opportunity to serve the health insurance needs of you and your family, especially during these challenging times. We want to provide an important update on Dean Health Plan coverage for Coronavirus (COVID-19) testing.

Dean Health Plan is waiving in-network cost-sharing, including copayments, coinsurance and deductibles, for COVID-19 diagnostic testing during this public health emergency. Dean Health Plan will cover the test and doctor visit at no cost to members when the basis for the visit is related to testing for COVID-19.

As a community health plan, we're committed to taking the necessary steps to limit the spread of this virus and promote access to screening and testing.

Getting needed care:

The U.S. Centers for Disease Control and Prevention offers guidance on symptoms and when you should be tested. We encourage using our Virtual Visit and Dean on Call to limit the potential spreading of the virus among people in waiting rooms and medical staff.

- **Virtual Visits:** You can go online to use our Virtual Visit service at deancare.com. Virtual Visit includes COVID-19 screening at no cost to members. [Dean Health Virtual Visit](#)
- **Dean on Call:** Dean on Call is a free telephone service for Dean Health Plan members. It's available 24 hours a day, 365 days a year. You can reach Dean on Call at 1-800-57-NURSE (1-800-576-8773)

Other Important items to check at this time:

As we work through these unprecedented times it is a good reminder to keep all of our health and personal information up to date. The best place to do that is through [Employee Navigator Login](#)

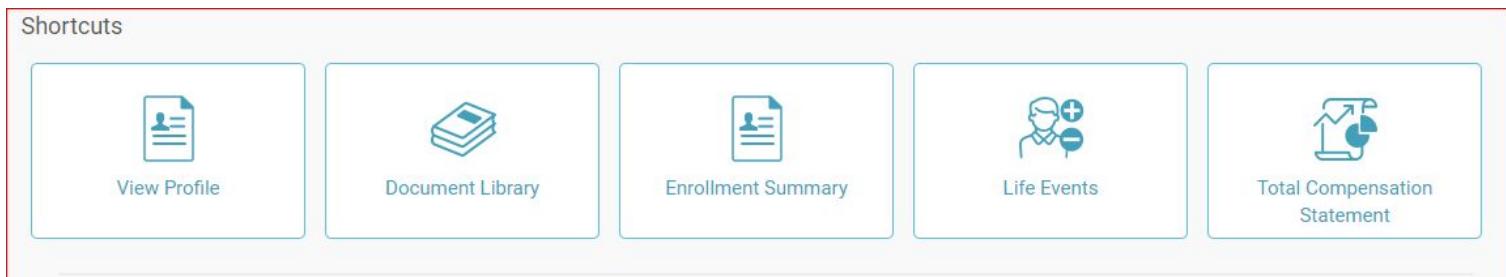
Items to check and or update:

1. Address - Home
2. Phone number
3. Beneficiary

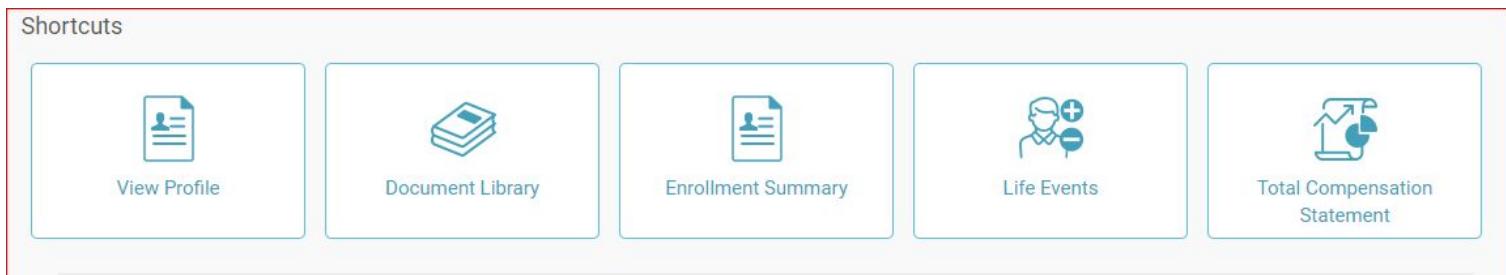
All items can be located through the step by step process outlined below:

Step 1: Login to [Employee Navigator](#)

Step 2: For Address and Phone number - Click on "View Profile"



Step 3: For Beneficiary - Click on "Enrollment Summary"



Step 4: Click on “Beneficiaries”

The navigation menu includes: Benefits (Summary, Overview, Beneficiaries, Life Events); Benefit Forms (Life Beneficiary). The 'Beneficiaries' link is highlighted with a red box.

- Remember you set your own password when you enrolled
- In the event that you cannot remember your password call or email Tina - 743 5022 or tjohnson@janesville.k12.wi.us - I will send you a link to reset.

The School District of Janesville thanks each of you for your patience and understanding as we navigate together through the ever-changing situation we find ourselves in concerning COVID-19. By working together and remaining flexible, we know we can get through this!