

Ensign Services COVID-19 Update

February 16, 2021

The COVID-19 outbreak has continued to spread for a full year. As you have likely experienced, some of our affiliate employees have contracted the disease and many have required medical treatment. It's normal to worry about your own health.

Here's what your Ensign Services Health Plan is doing to support you during this time if you think you have symptoms.

Free Triage

- Our NurseHelp Line (located on your medical identification card) has been made available **free of charge** to Ensign Services Medical Plan Members for Coronavirus symptoms triage. Please contact this resources if you feel you have symptoms of the virus. If they feel you need to seek care from a provider, they will refer you to the appropriate medical professional care provider in your area. Recognized medical professional care providers are your primary care physician, an urgent care facility or an emergency room.
- If you are a Kaiser member, please contact the number located on your identification card for triage and support. Kaiser Permanente's National Benefit Policy includes waived member out-of-pocket costs for treatment related to a positive COVID-19 diagnosis. Members who are diagnosed with COVID-19 will not have to pay co-pays or other cost-share related to their medical care and treatment of COVID-19, even if they have to stay in the hospital.

Visiting a Provider

- If you do have symptoms of the virus and need to seek care from a care provider, our NurseHelp Line will direct you to contact your care provider and let them know you need to seek treatment.
- They will also direct you to make arrangements to be seen using the proper protocol for distancing to protect others. **PLEASE CALL THE CARE PROVIDER AND MAKE ARRANGEMENTS FOR YOUR ARRIVAL TO PROTECT OTHERS AND REDUCE THE SPREAD OF THE VIRUS.**

Testing – What to Expect

You can locate your local testing centers by contacting your healthcare provider or Department of Health. As an essential healthcare worker working in the skilled nursing industry, you should be eligible for priority testing if you experience symptoms of the virus. When you speak with any healthcare professional requesting care, please let them know you are a skilled nursing professional to ensure you receive priority status.

You can also locate a testing center near you by visiting the below website:

- Testing Sites By State – Find a full list [here](#).

- If you are enrolled in an Ensign Benefits medical plan, it will pay for the cost of testing for COVID-19. However, there could still be costs to you associated with the treatment of the disease (if you in fact do have it).
- If you can, you will want to avoid emergency rooms. Emergency Rooms will likely not readily perform COVID-19 testing or treat mild cases, so visits to the ER should be limited to true emergencies. We recommend you contact your primary care physician (PCP) or local urgent care facility first.
- If you are tested positive, you will want to request a leave of absence from your Ensign Services Leave Resource at **(949) 540-7236**.
- If you don't have the virus but still don't feel well, Teladoc can prescribe medications if you have any other condition that is treatable with a prescription medication such as the flu, sinus infection, etc.
- Keep in mind that Teladoc may charge you the normal copayment for this call but the copayment is far less expensive than seeing a care provider in person.

Those without Health Coverage

If you are not currently insured under an Ensign Benefits medical plan, you may still be able to get free testing. The Families First Coronavirus Response Act, passed on March 18, gives \$1 billion to the National Disaster Medical System to reimburse medical providers for testing and diagnosing uninsured patients. This means that medical providers will be able to submit your bill directly to the federal government and get reimbursed without you having to be involved. You should contact their local public health department who can perform a risk assessment and perform the test for free if indicated. You can find [information for your state](#) at this CDC website.

Coronavirus Testing

Helpful Tips



If you are showing symptoms such as fever, cough, or shortness of breath or you have been exposed to the virus and are asymptomatic – you should following the procedures outlined in the [Healthcare Personnel Screening Summary](#).



If your symptoms get worse instead of better call your doctor

When talking about your symptoms to a health professional, always make them aware that you are an essential health care worker in the skilled nursing industry. This will give you a higher priority for testing.



If you do not have a doctor and are:

- Covered under the [Ensign Services Collective Health Plan](#), call the NurseHelp Line and they will help triage your symptoms for free and locate a doctor. They can also help make an appointment for you.
- If you are covered under [Kaiser](#), please contact the number listed on your identification card.
- If you are not covered under an Ensign Services Medical Plan or **are not insured**, please contact your [local public health department](#).



People with mild symptoms do not need to be tested for COVID-19.



Testing sites are widely available:

- Your care provider has a list of local testing sites, including drive up sites, and will refer you to one if he or she feels you need testing.



Always dial 911 in an emergency.