

Hot Flashes

Fairfax County Retired Employees Association

Special Edition

March 2020

Chairmans Message

They say when March comes in like a lion, it goes out like a lamb. Well this year, March is more like a new kind of Transformer. It came in like a freight train and is leaving like a steam roller, flattening everything in its wake!



Sadly, our annual meeting scheduled for May 6th and the Senior Information Fair scheduled for May 20th have had to be cancelled, both victims of the coronavirus. But as soon as we know what our July cost-of-living increase will be, website guru Chuck Higdon will post it on our website. The Keep-In-Touch luncheons have being suspended, also. It is much more important that everyone stay home and stay well!

So how have you been passing the time at home? If you are running out of ideas, I have a suggestion. Why not write down some of your remembrances for your family – kids, grandkids, great-grands? The time in which they grew up is very different from yours. What was your childhood like? What was your grade school like? Did you like school? What was your favorite subject? Who was your favorite teacher, and why? “Where were you” when President Kennedy and Martin Luther King were shot? What was it like when Allan Sheppard went into space, John Glenn orbited the earth and Neil Armstrong landed on the moon? What was your first TV like – how many channels did you get and what were your favorite shows? How did a typewriter work? (How did you fix a typo?) Tell them about what your parents did for a living, what your brothers or sisters were like when they were young, about buying gas during the oil embargo (was your car an “odd” or an “even”)? You have lived through many life experiences. This is just the latest one! Give your families the gift of your first-hand view of history, and your family’s history.

What have you been doing to keep busy and avoid cabin fever during the last few weeks? Email your activities to Hot Flashes and you may see them in a future issue!

Here’s hoping things will be more normal by the time of our fall picnic. In the meantime, Stay Home, Wash Your Hands, Don’t Touch Your Face, and Stay Well!

Sincerely,

Fairfax County Department of Human Resources

Update from the Benefits Division

Where can I direct questions concerning my benefits during this time?

Fairfax County Government is open and the benefits team is available. To limit the spread of COVID-19, team members will rotate between being in the office and working remotely. The best way to reach out to one of us is via email or to call HR Central at (703) 324-3311.

Additionally, all Benefit Vendor Partner Help Desks will be closed for in-person consultations until further notice. Our representatives from Cigna, Standard and T. Rowe Price will continue to assist employees and retirees remotely. Currently, the best way to contact one of our vendor partner representatives is via email.

- CIGNA Keisha Lewis Keisha.lewis@cigna.com
- Standard Lonna Owens Lonna.owens@standard.com
- T. Rowe Price Marie Canterbury or Kelli Parris Fairfax457@troweprice.com

Effective close of business on Friday, March 27th, our buildings will be closed to the public. While we are here, we cannot accept walk-ins or appointments until further notice.

Will the Benefits Division waive deadlines such as the 30-day qualifying event window or the deadline to enroll in Medicare Parts A and B as a result of work disruption and building closures?

Currently, there is no plan to change any policies relating to benefit deadlines.

• **Proof of Medicare**

To continue medical coverage through Fairfax County Government, all Medicare-eligible participants must enroll in, and maintain coverage under, both Medicare Part A and Part B, at their earliest eligibility. You may sign up for Medicare three months before the month you turn 65. To ensure that you are able to continue your

medical coverage through Fairfax County, you must present your Medicare card showing Part A and Part B coverage to the Benefits Division. Proof of coverage can be provided by mail, fax, or email.

- **Qualifying Events**

Retirees experiencing a qualifying event are required to contact the Benefits Division directly to make notification of their event within 30 calendar days. Failure to notify the Benefits Division within 30 calendar days of a qualifying event or to provide appropriate and timely documentation of the event will result in no change to current benefits.

How will the county's medical plans handle COVID-19?

- **For CIGNA participants:**

Cigna has eliminated the out-of-pocket costs for doctor-recommended COVID-19 diagnostic testing and is enhancing coverage to combat the spread of this virus. Effective immediately, Cigna will waive customers' out-of-pocket costs for COVID-19 testing-related visits with in-network providers, whether at a doctor's office, urgent care clinic, emergency room, or via telehealth through May 31, 2020.

During times like these, many may experience feelings that can become overwhelming. That's why Cigna is providing resources free of charge for all customers, clients, and communities to help manage high stress and anxiety. Cigna has opened a 24-hour toll-free help line (1-866-912-1687) to connect people directly with qualified clinicians who can provide support and guidance. More information can be found on [Cigna.com](https://www.cigna.com).

- **For CIGNA MyChoice participants:**

On March 22, 2020, the IRS issued Notice 2020-15, allowing us to provide coverage for testing and treatment of COVID-19 related services without an annual deductible requirement that would otherwise apply.

- **For KAISER participants:**

Kaiser Permanente has set up limited drive-up COVID-19 testing at five of its medical hub facilities in the mid-Atlantic region. They are offering drive-up testing for Kaiser Permanente members who have a doctor's order for the tests, in accordance with the latest Centers for Disease Control and Prevention guidelines. Drive-up locations are in Gaithersburg and Largo, Maryland as well as Woodbridge and Tyson's Corner in Virginia. Kaiser also will have an additional testing site at our Capital Hill Medical Center in a few days. At this time, Kaiser only is able to test Kaiser Permanente members. Kaiser will follow any national and state guidance on expanding testing as we see increased cases. For more information on how to access care, call your local center or visit [kp.org](https://www.kp.org).

Retirees: Your Benefit Payments Will be Paid On-Time, Even During this Crisis

Given all that is going on around us these days, we understand you might be concerned that your monthly retirement benefit payment could be affected. Please be reassured: we take our responsibility to pay you, our retirees and beneficiaries, very seriously; exactly what you are due, on time, every month.

I am happy to tell you that your March benefit payment has already been processed; and it is scheduled to be paid on the last business day of the month, just like every other month. Because we are following guidance from the State and County regarding social distancing, we have limited staff in the office; but many members of our team are now teleworking from home. Whether they are in the office or working from home, they are able to do what they need to do to make sure you are paid.

This way of doing business is new for all of us and presents some challenges, but our Retirement Team is dedicated to making it work. We will continue working this way for as long as required by the current crisis, and I am confident that we will be able to keep paying you every month, on time and accurately.

If you need to contact us, we might not be able to take your call directly or respond to your email as soon as we would like. Of course, we'd much rather see you in person or be able to answer your call immediately, but that might not be possible right now. However, even in these trying times, our goal is to respond to your voice message or email within 1 business day.

On our website, we have a comprehensive list of people in our office who you can contact. Just click '[Contact Us](#)'. If you cannot figure out who to contact, you can email me at Jeffrey.weiler@fairfaxcounty.gov or call me at 703-279-8255.

I hope that you and your loved ones stay safe and healthy!

Jeff Weiler
Executive Director
[Fairfax County Retirement Systems](#)



With the COVID-19 Pandemic and many retirees sheltering in place, using telehealth is an option for your health care needs.



Doctors On Call

How to see a doctor when it's convenient for you

All participants in a Fairfax County medical plan have access to telehealth providers day or night, weekdays, weekends and holidays. Through these services, you can speak with a doctor for help with minor acute conditions like flu, sinus infections, pink eye, strep throat, knee pain, migraines and more. Participants can choose to speak to a doctor via phone or video chat (FaceTime, Skype, etc.) and get the care you need – including most prescriptions.

Telehealth Visits are:

- Video-based consultations on your smartphone, tablet or computer
- Consultations with licensed and board-certified doctors
- Available 24/7/365

- For CIGNA participants:
Retirees and their covered family members who participate in one of the Cigna managed plans can access virtual health, at a discounted rate, through amwellforcigna.com or mdliveforcigna.com on your desktop computer or laptop.

Cigna Telehealth Connection

Request a consultation 24/7/365

 **amwell** **MDLIVE**[™]

AmwellforCigna.com **MDLIVEforCigna.com**
855.667.9722 **888.726.3171**

24/7/365 access to U.S. board-certified doctors



- For KAISER participants:
Those enrolled in the Kaiser Permanente HMO can access free video visits through kp.org.

Fairfax County Government employees

Kaiser Permanente video visits
NO COPAY.

 Kaiser Permanente appointment line:
800-777-7904 (TTY 711).

 Learn more at kp.org. Search for "Mid-Atlantic video visit."

 **KAISER PERMANENTE**[®]

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. 2019ML0490 4/1/19-3/31/19

- For ALL:
Both Amwell and MDLIVE offer virtual visits to the uninsured. These services are in high demand but can provide urgent care services conveniently and remotely, 24

hours a day. Prices vary for services.

Register for one or both today, so you'll be ready to use telehealth services when and where you need it.

Editor's Note: We published a version of this article in November 2019. Given the current state of affairs, we thought it prudent to remind seniors of this option.

Fairfax County Live Well Programs

LiveWell: Spring 2020 Programs

COVID-19 is changing the way we live, work and play. LiveWell cares about employees and retirees and is adapting, too--with new and revised programs, online offerings, and programs that address mental and financial wellbeing, immunity, and chronic conditions. Email LiveWell@fairfaxcounty.gov with questions or to join the LiveWell email listserv. For additional questions or telephonic assistance, you may call 703.324.4556, but please note that, due to the COVID-19 situation, email is the preferred method of contact.

- **Feel Like a Million: Online wellbeing challenge** – Participate individually or as a team, April 5-May 15: <https://fairfaxcountylivewell.ifeellikeamillion.com/>
- **4P Foods:** 4P Foods is a local food hub that facilitates deliveries of locally grown produce, meat, and dairy to your home. 4P Foods is a LiveWell partner that supports convenient access to healthy food, sustains local farmers, and donates food to local food banks. In light of the COVID situation, 4P Foods may help provide participants with access to hard-to-find items, such as milk and eggs, and can reduce your dependency on grocery store visits. At this time, we suggest that retirees select home delivery or choose a delivery site near their home. Geographic restrictions may apply. Visit <https://4pfoods.com> or call 703.732.6664 to learn more.
- **Webinars:** Log in online and/or call in via phone for the audio presentation
 - InStep with Diabetes: April 14, 21, 28 at 12 pm: Living healthfully with diabetes or pre-diabetes. Register in advance at <https://tinyurl.com/instepdiabetes2020>. Hosted by Kaiser Permanente, but open to all employees and retirees.
 - Boosting Your Immunity: April 15 at 11 am: Learn how to stay healthy by strengthening your immune system through this online webinar. Register in advance at: <https://tinyurl.com/boostimmunity2020>
 - Modern Day Mindfulness: April 21 at 12 pm: Learn how to stay present in the

moment, building resiliency, and relieving stress through this online webinar. Register in advance at: <https://tinyurl.com/moderndaymindfulness2020>

- Managing Your Emotional Wellbeing: April 30 at 12 pm: Learn how to take care of yourself emotionally in times of uncertainty and distress through this online webinar. Register in advance at <https://tinyurl.com/managingemotionalwellness2020>

NextMark Credit Union

We're open, but we're doing things a little differently.

As we navigate the COVID-19 pandemic, NextMark continues to prioritize the health and safety of our members, our employees, and the community we serve. We remain open, but only serving members via Drive-Thrus and ATMs (see below for a list of Drive-Thrus). Night Drop services will remain open at our Fairfax location.



Drive-Thru Locations

Fairfax Branch: 4201 Members Way, Fairfax, VA 22030
Hours: M,T,W,F: 9am – 5pm, TH: 9:30am-5pm, Sat. 9am-1pm

Springfield Branch: 6506 Loisdale Rd., #100, Springfield, VA 22150
Hours: M,T,W,F: 9am – 5pm, TH: 10:00am-5pm, Sat. 9am-1pm

Please note: Government Center and Herrity Branches will be CLOSED until further notice.

How you can reach us.

In addition to our Drive-Thrus, our member service staff is available to assist you via email at memberservice@nextmarkcu.org and via telephone at 703-218-9900. In-Person Appointments: If you have a transaction that cannot be made through the Drive-Thru, please call Member Services at 703-218-9900 to make an appointment.

We can assure you that your funds will remain safe.

Your accounts will remain accessible and secure, and are federally insured up to \$250,000 per share account owner. Additional information on NCUA share insurance coverage for members is available at MyCreditUnion.gov.

Online & Mobile Banking are the safest way to go.

As always, our ONLINE and MOBILE BANKING solutions are available 24/7, and we highly recommend using them when possible. Enroll in Online Banking simply by clicking the “Log In” button on our website. Once the drop down expands, click on “Enroll in Online Banking Here” to get started. Please have your personal information handy prior to getting started.

To access Mobile Banking, we invite you to download our mobile app. Please note, you must be enrolled in online banking in order to download our mobile app.

[Apple Store Download for Apple iOS](#)

[Android Store Download for Android](#)

We’re in this together.

We understand that there may be instances where members find themselves facing financial hardships. NextMark is here to help, and we encourage members who may be impacted to please call us or send an email to membersolutions@nextmarkcu.org.

What you can do to help & protect your money further.

- Be wary of fraudsters who are using the COVID-19 pandemic to take advantage of vulnerable and anxiety-driven consumers. Protect yourself by not clicking on links in emails or texts you were not expecting or did not request.
- Visit our fraud protection page to review our list of recommendations.
- Use your debit and credit cards for making purchases and avoid walking around with large amounts of cash. Your NextMark deposits are insured, but once you withdraw it in cash, it is not protected.

If you have any questions or concerns, feel free to contact our member support team at 703-218-9900. Please visit our website for updates and closures. We appreciate your trust and confidence as we work to get through this together.

Membership

New Members

-Sarah Link, Retired from CSB/Emergency Services/Crisis Care on 3/27/20

-Dean McElhaney, Retiring from Vehicle Services on 4/14/20

-Julie Meletti, Retiring from County Attorney’s Office on 5/29/20

-Amy Lee Sommer, Retired from Juvenile & Domestic Relations District Court on



FCREA Events

The following three FCREA events are cancelled.

FCREA KIT Luncheon - April 15, 2020

FCREA Annual Meeting -May 6, 2020

FCREA Senior Information Fair -May 20, 2020

The FCREA Board will attempt to reschedule the Annual Meeting later in the year.

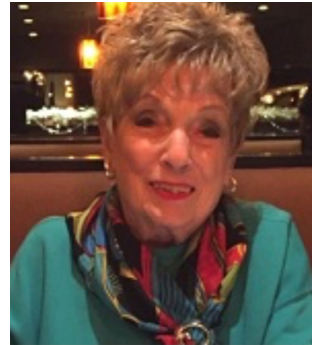
Sad News

Elyce Rollins, 87, of Farmington Hills, Michigan, died on 24 March 2020. Elyce retired from FMD in 2014.

Expressions of sympathy may be sent to her daughter, Suzie Mitchell, 5034 Champlain Circle, West Bloomfield, Michigan, 48823.

For more information go to [obituary](#).

Due to COVID-19, no funeral will be held. Interment will be in Arlington National Cemetery.



Nicholas Biddle Hill, Sr. passed away peacefully at his home in Occoquan, VA on January 8, 2020 from complications of pneumonia. Nicholas retired from the Park Authority in 2003. For more information go to [obituary](#).



Other Information

Fairfax County Retirement

Fairfax County Benefits Summary - Active Employees and Retirees

Department of Human Resources Retiree Benefits list of [Who to Call Contacts](#)

For current information on the County and COVID-19, subscribe to Board of Supervisors Chairman Jeffery MacKay's news letter: [Subscribe](#)

Finally..

Some Humor

WHEN GOOD PACKAGE
DESIGNERS GO BAD...



"At last! A pill bottle nobody can open."

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