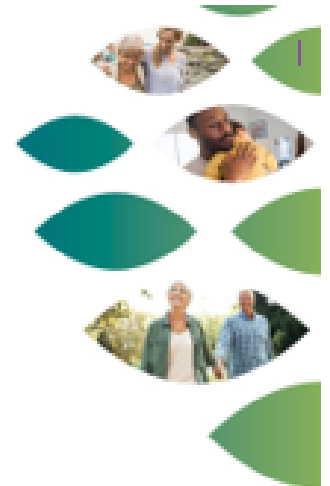


Northern Light Health

Benefits Communication



Making our benefits work for you and your family during the
COVID-19 outbreak.

For ALL employees and household family members, if you are experiencing any COVID-19 symptoms, call 207-768-4742 or use Online Care (onlinecare.northernlight.org). It's free.

Here are some updates to our Health Plan, Flexible Spending, and EAP benefits:

Northern Light Employee Health Plan

We encourage you to use your phone and online resources when possible

1. Online Care at onlinecare.northernlight.org

This is free for Health Plan members and can be used for non-urgent symptoms or conditions such as conjunctivitis (pink eye), gastrointestinal virus (stomach flu), influenza (aka "Flu"), minor ear irritation, rash or skin infection, sinusitis, sore throat and cold, urinary tract infection (UTI).

2. Pharmacy

You can sign up for mail order using one of the three following options:

- Fill out our [online form](#) to sign up for mail order
- Call Northern Light Pharmacy and let us know you'd like to sign up for mail order, 207-275-3300
- Download the Northern Light Pharmacy app (instructions attached) and select the mail order option

If you have any questions, please don't hesitate to **call** Northern Light Pharmacy at 207-275-3300.

Flexible Spending Account deadline extension

2019 Healthcare Flex

- Final filing date for claims incurred by December 31, 2019 will be June 30, 2020

2019 Dependent Care Flex

- Grace period for using 2019 funds has been extended to April 30, 2020
- Final filing date for 2019 claims will be June 30, 2020

Contact Benefit Strategies at 1-888-401-3539 or www.benstrat.com if you have questions.

Employee Assistance Program (EAP) is available to support you

Please call them at 1-800-769-9819 – it's a free resource

In addition, the following free virtual support groups are available to all Northern Light Health employees:

- **Wednesday, March 25** from 6:00pm-6:45 pm: Access via Skype by calling (207) 973-9190; Conference ID: 5970766
- **Thursday, March 26** from 2:00pm-2:45pm: Access via Skype by calling (207) 973-9190; Conference ID 5097988

Visit the HR Service Center

Northern Light Health HR Service Center

1.207.973.4000 or toll free 1.855.660.0202

Email hrrservicecenter@northernlight.org

Fax 207.973.7865

Please do not send time-sensitive documentation to the Northern Light Health HR Service Center via interoffice mail. Use fax (save transmission report) or email to ensure timely arrival and processing.

Randi Fisher

Manager, Northern Light Health Benefits