

## Frequently Asked Questions

### How do I access the Employee Assistance Program?

If you need help dealing with a personal crisis or would like additional resources and strategies for improving your resilience, contact your employee assistance program for confidential counseling and other services.

*EmployeeConnect* offers professional, confidential services to help you and your loved ones improve your quality of life. You and your family can access services 24/7. For information and referrals on family matters, legal information and financial guidance:

- Visit [GuidanceResources.com](https://www.guidanceresources.com)
- Username: LFGSupport
- Password: LFGSupport1
- Download the GuidanceNow mobile app
- Call 888-628-4824

### What telehealth options are available?

If you don't feel well, call your doctor. Many providers are offering telehealth visits now and you may be able to see your PCP via a virtual visit. You can also call the 24/7 Nurse Line to speak to a nurse trained to help with coronavirus symptoms.

- CareFirst's Nurse Line is 800-535-9700
- Kaiser's Nurse Line is 800-777-7904

[CareFirst's Video Visit](#) is a great option to get the care you need without leaving the house, at no cost to you. CareFirst has waived copays, coinsurance, or deductibles during this public health emergency. This applies to all CareFirst Video Visit services—behavioral health, lactation support, nutrition counseling and urgent care services.

[Kaiser Permanente Video Visit](#) is available so you can get the care you need, when you need it. Appointments are available with your primary care doctor, a pediatrician, mental health provider and for urgent situations, an emergency medicine doctor.

[Virtual Crisis Walk-In Clinic](#) offers urgent psychiatric care to MD residents. Licensed therapists and clinicians are available Monday – Friday, 10 a.m. – 9 p.m. and Saturdays, 1 p.m. – 4 p.m. to assess your needs and connect you with the care that you need.

What will insurance cover related to COVID-19 testing and treatment?

For the most up-to-date information on coverage, please visit the carrier websites below or call the customer service number on the back of your insurance card.

CareFirst members click [here](#)

Kaiser members click [here](#)