

# Contracted CSU Plan Vendor Resources for Employees Impacted by COVID-19

CSU employees and their family members who are impacted by the COVID-19 may be eligible to receive one or more of the following benefits. For more information about how to request these benefits, please contact your local campus Benefits Office or contact any one of the providers we have listed below.

## [LifeMatters by Empathia](#)

### [Employee Assistance Program \(EAP\)](#)

LifeMatters by Empathia is a free, confidential counseling service that can assist you with recovering from the emotional and financial impact of the COVID-19. Additional resources include referrals to local non-profit organizations, along with community based support. The toll-free number for LifeMatters is (800) 367-7474. If you are outside of North America you can call collect at (262) 574-2509.

## [California Casualty Auto & Home Insurance](#)

CSU policy holders who have auto, homeowners or a renter's policy with California Casualty and have experienced a loss of income please call California Casualty at (800) 800-9410 who will be able to work out payment options during this time. They are also offering a temporary adjustment to the usage and annual mileage driven which will typically reduce the policy premium. Additional information is available on California Casualty's website, <https://www.calcas.com/coronavirus>.

## [Vision Service Plan \(VSP\)](#)

If you are a VSP member you will now have access to supplemental medical care for the detection, treatment, and management of ocular and visual conditions, including conjunctivitis, eye trauma, or sudden changes in vision through May 31, 2020 (date is subject to change). Our current plans do not offer this option however, VSP has now extended this benefit and employees can see their VSP network doctor in-person or remotely. Employees can also use their routine VSP coverage for lost or broken glasses or replacement contact lenses to meet immediate eyewear needs by contacting their VSP network doctor. Access to

optometrists during this pandemic allows employees to maintain health and visual acuity while easing the burden on primary care physicians and emergency rooms. For more information please visit - <https://www.vsp.com/eyewear-wellness/in-the-community/coronavirus-response> or call the VSP Customer Service at (800) 400-4569.

## [MetLife Legal Services](#)

If you are a CSU employee and have been impacted by the COVID-19 Virus, you now have access to MetLife's Legal Plan Disaster Relief Program plan until July 31, 2020, which provides access to their network attorneys who can provide expert legal help as it relates to disaster relief. You need not to be currently enrolled in MetLife's Legal Plan. Network attorneys can get answers to questions related to legal issues you may be facing as well as have attorneys review legal documents. You have access to their self-help document library to complete wills, living wills and power of attorney documents. You can access the library by visiting [info.legalplans.com](http://info.legalplans.com) and enter in access code 9790010 and clicking "Self-Help Documents" in the "Covered Services" tab or by visiting <https://info.legalplans.com/9790010/CoveredServices/?coveragecode=979#tab-forms>. For further information, you can call their Customer Service Center at (800) 821-6400. Provide them with CSU, the last four digits of your Social Security number, and indicate you are interested in the document review and consultation services being offered as part of the Disaster Relief Plan. More information is available on their website, <https://metlife.com/mybenefits>.

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## Delta Dental

Delta Dental has affirmed their commitment to provide access to care, patient eligibility, benefits information, as well as timely payment of claims and assistance of obtaining dental records if needed during this pandemic (plan limits still apply). Delta Dental will now be accepting claims for services delivered through Teledentistry for those dentists who are using this method for consultation. For additional information please contact Delta Dental Customer Service for assistance at (800) 765-6003. Information is available on their website <https://www.deltadentalins.com/about/pressroom/2020/a-message-to-delta-dental-enrollees-about-coronavirus.html>

## The Standard

The Standard is allowing coverage to continue for any employee no longer meeting the eligibility requirements due to decrease in work hours through June 30, 2020. For more information please contact our dedicated CSU Representative at (800) 378-5745.

## Nationwide Pet Insurance

Nationwide wants to help during this difficult time and are now extending their emergency boarding for pets (up to \$500) if the employee is hospitalized for more than 48 hours. Flexible payments options will be available for those employees affected financially. For more information please contact Nationwide at (877) 738-7874.

## Fidelity Investments – CSU 403(b)

With the market's recent downturns, you may be concerned about the retirement savings you've worked so hard to build potentially being in jeopardy. Fidelity team of retirement planners are available for offering Virtual One-on-One meetings to CSU employees. All One-on-One meetings are complementary to all CSU employees regardless if they have an account with Fidelity or not.

Schedule a time online: [scheduling system](#)

- Contact your [Campus Retirement Planner](#)
- Call 800-642-7131

Other resources:

[15 minutes Market Volatility Video](#)

[Visit Fidelity Market Volatility page](#)

Signup to the CSU Market Volatility Virtual Web Session on May 9<sup>th</sup>.

## SavingsPlus

In an effort to reduce the potential spread of COVID-19. Savings Plus have suspended all Retirement Specialist worksite visits, walk-in business, and have shifted to providing online webinars. Savings Plus are still here to help and have made it easy for you to schedule an appointment with your [Retirement Specialist](#).