

## **Coronavirus (Covid-19) March 18, 2020 Update**

Here is an update about how EIT is addressing the impact of Covid-19, also referred to as Coronavirus.

We have also begun rotating team members between working remotely and in the office. We will continue this practice until we are forced to close the office because the building is closed or due to a government mandated quarantine. If EIT is forced to close, we will put an update on our website [www.fundoffice.org](http://www.fundoffice.org) and our phone system. At that point, all EIT team members will be working from home. EIT's website is the primary source of information about EIT's operations. Please check it for updates and developments during these extraordinary times.

Beginning tomorrow, EIT's receptionist will remain at home until further notice. Consequently, there will be no one available to route phone calls. Participants should listen to the opening greeting on our phone line to route your call to the appropriate team, enter a team member's direct extension number or use the dial by name directory.

We are currently experiencing intermittent phone issues and high call volume. Some participants have reported receiving an error message about disconnection. We have contacted our phone provider and they are aware of the issues. As most other organizations, EIT's phone system is VOIP which means our phone system is a digital connection run over the internet. It is likely there will be system wide congestion issues as businesses shut physical locations down and more people work from home.

If you continue to experience problems connecting to EIT via phone, please consider contacting us via email at [askeit@fundoffice.org](mailto:askeit@fundoffice.org) as a backup form of communication. We will monitor that email box and a team member will respond to your email as soon as they can. Finally, you may use our secure participant portal to check your health & welfare coverage, contributed hours and send secure messages to EIT team members. This guide can help you register on the portal and help navigate around the portal: [Registering Your EIT Online Account](#)

Additionally, EIT has authorized BC/BS PPO providers to provide telemedicine/telephone visits at no cost to participants to minimize travel and risks associated with physical office visits for participants who may have symptoms or otherwise are concerned they may have been exposed to Covid-19. These will be covered at 100%, so there will be no cost sharing such as office visit copayments, deductibles or coinsurance.

Also, we encourage you to use BC/BS' Nurseline at 1-800-299-0274 as an additional source of Coronavirus information or to determine whether you should seek medical attention for your symptoms. There is no cost to use this service and it is available 24 hours a day, 7 days a week.