

Coronavirus (Covid-19) April 2, 2020 Update

As you know, on Tuesday Governor Pritzker extended the state-wide shelter at home order. Consequently, the Fund Office will remain closed until April 30, 2020. EIT team members will continue to work remotely during this time.

Due to the recent changes to how Supplemental Unemployment Benefit (“SUB”) applications and payment requests are processed, as well as the recent temporary benefit changes due to Covid-19, we are experiencing unprecedented call volume. Many of the questions participants are asking can be found by carefully reading the [Important Update Regarding Changes to the Supplemental Unemployment Benefit Claims Processing](#) announcement. Once you have read the announcements and still have questions, please call us so that we may answer your specific question. This will allow us to answer focused questions and move on to the next participant call which will improve our ability to serve more participants per day.

Please use our secure portal to check your health & welfare coverage, contributed hours, electronic documents and send secure messages to EIT team members. This guide can help you register on the portal and help navigate around the portal: [EIT Member Self-Service User's Guide and Registration](#)

We have temporarily waived the requirement that you submit original, certified copies of vital documents such as marriage licenses, birth certificates and divorce decrees for enrollment purposes. We will temporarily accept copies of these documents until such time that the original documents are available for you to submit. You may fax the copies to 312.782.4431.

Finally, we ask for your patience and understanding during these unprecedented times. EIT team members are doing everything we can to answer your questions and administer your benefits as efficiently as possible. Due to the nature of our business, it is challenging to do so without the infrastructure and systems available at the Fund Office.

Please read EIT’s prior Coronavirus updates which contain important information about resources at BC/BS, CVS and EIT’s Members’ Assistance Program (MAP) managed by Employee Resource Systems.