

EIT BENEFIT FUNDS STATEMENT REGARDING CORONAVIRUS (Covid-19)

We want to update you about how EIT is addressing the impact of Covid-19, also referred to as Coronavirus.

EIT's team members are currently in good health with no indications of flu or flu like symptoms. We distributed the CDC's basic precautions to minimize the spread of viruses to the team. Team members are encouraged to stay at home if they are ill.

We are currently making plans to ensure that EIT's participant services continue without interruption. This includes benefit payments, answering participant questions and solving participant issues.

In the event the Fund Office is forced to close for reasons related to Coronavirus, EIT will post a notice on our website at www.fundoffice.org as well as a message on our phone system (1.312.782.5442).

We are preparing for some team members to be able to work from home to continue to provide service to participants and contributing employers. Our goal is to continue to provide service to our constituents without interruption or unnecessary delay. However, we ask for your patience as we work through what are sure to be unforeseen issues and circumstances. For example, if the office is closed, we will not have a receptionist to route phone calls. Please listen to the opening greeting on our phone line to route your call to the appropriate team, or, enter a team member's direct extension number.

We are also taking steps necessary to ensure our participants receive the medical care they need during this critical time. We are working with our partners at BC/BS and CVS/Caremark to make testing and receiving treatment for Covid-19 as reassuring as possible. Additionally, Employee Resource Systems is prepared to assist participants who are experiencing anxiety or who may need additional resources for themselves or their family members and can be reached at 1.800.218.7210. Please see links to these partner resources:

[COVID-19 Coverage for BCBSIL Members](#)

[CVS/Caremark Pharmacy Benefits FAQ](#)

[CDC Mental Health and Coping During COVID-19](#)

(See next page)

What can you do to help ensure a positive participant service experience?

- If you are planning to come to the Fund Office for service, please call or check the website to confirm EIT is open and the team member you wish to meet with is here.
- You can utilize 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 on the EIT Member Self Service Site](#)
- If you cannot reach a team member live, please leave a brief message with your name, phone number and last 4 of your SSN, or otherwise follow the directions in the voicemail box you connect to. An EIT team member will return your call as soon as possible.
- Follow the CDC's Covid-19 website: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html> and limit contact with known high-risk individuals

The Coronavirus situation remains very fluid and is constantly changing. EIT will continue to monitor the developments of Covid-19 and its potential impact on our participants. Further updates will be provided on our website which will be the best source of EIT information as this health crisis unfolds.

Thank you for your consideration. Please take care of yourselves, your family members and your fellow participants.