

Coronavirus (Covid-19) March 21, 2020 Update

As you know, yesterday Governor Pritzker announced a state-wide shelter at home order. Consequently, the Fund Office will remain closed until April 8, 2020. EIT team members will be working remotely during this time. Since EIT is considered an essential business under the order, a team member will go into the Fund Office every day to process mail and any checks that are received so that we may continue business as best we can.

Unfortunately, there is no one at the Fund Office available to route phone calls. Please 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 high call volume. If you experience problems connecting to EIT via phone, please consider contacting us via email at askeit@fundoffice.org as a backup form of communication. We will monitor that email address and a team member will respond to your email as soon as they can.

We also recommend that participants use our secure 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: [EIT Member Self-Service User's Guide and Registration](#)

We are temporarily waiving 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 us at: 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 the 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.