

UCP Central PA FAQ V4

1. Tell me more about the UCP Diversity and Inclusion Initiative.

Thank you to everyone who participated in our Diversity and Inclusion Survey earlier this summer. Thank you also to the employees who have stepped up and come forward with their willingness to serve on the Diversity and Inclusion Council. The Council met for the first time in August and is meeting on a monthly basis going forward. Right now, we are focused on two things – 1) formalizing a Council mission statement that seeks to articulate who we are and the importance of what we are doing and 2) delving into the Survey results so that we can refine our focus on the areas that need the most attention. We look forward to providing further updates, and more importantly, to continue fostering a work environment in which everyone can thrive.

2. Are all UCP programs open?

Throughout COVID, many of our participants experienced continued services, although at some points scaled back to meet basic needs. Today, as an agency, we are providing 73% of our pre-COVID services. As the participants are able to learn how to social distance, wear masks, and practice enhanced hygiene, we are able to provide support to more individuals throughout all divisions. We thank all UCP staff who have continued to deliver our mission—during this uncertain time. We are a better organization because you care.

3. Why are there mandatory meetings held after CPS business hours so frequently (monthly)?

Business hours for CPS are 8am-5pm, there may be times when staff need to stay later to accomplish training requirements. We surveyed CPS facility staff and they preferred to stay in the afternoon. Our approach is working as indicated by our licensing results. We will not close programs for training. We may be able to explore remote options for staff to enable more flexibility.

4. Why can't some sort of work from home models still work for CPS Supervisors whose programs have not opened?

We have been somewhat flexible in allowing CPS supervisors opportunities to work from home. As we are moving towards plans for reopening, we always need to ensure we can conduct UCP business in a confidential manner and access the files required to complete the job. We feel it is important for CPS Supervisors to be in the facility so that they can conduct meetings and phone calls in a secure confidential environment. In addition, we have resumed tours again with potential referrals. If supervisors or managers have additional questions or concerns, they should present these to April Treaster who will consider making accommodations, as necessary.

5. If my child is in school, their classmate is diagnosed with COVID-19, and the school closes, will I have to quarantine for 14-days?

The quarantine decisions are made on a case by case basis—and the need to quarantine is determined by the type of exposure that you had to COVID or a risk assessment that determines your situation presents a greater risk. In general quarantine periods have spanned from 3 days to 14 days.

6. What did we learn from residential licensing?

Licensing occurred August 18, 19, and 20. We had a few citations that were related to procedures, paperwork, or medication administration from a complete review of two homes and a partial review of four homes—overall an extremely satisfactory licensing visit especially during a pandemic. We received kudos from the licensing staff for the cleanliness of the homes, organization of paperwork and files, zero gaps in training requirements, and transitioning two homes from another provider during COVID. We are so proud of the residential team for pulling together and delivering outstanding results.

7. How do I complete the required Biometrics to receive the wellness discount on my health insurance plan premium?

A Biometric screening is the measurement of physical characteristics including height, weight, waist measurement, body mass index, blood pressure, cholesterol, and a fasting blood glucose.

You can sign up for a free Biometric screening (also referred to as a Comprehensive Metabolic Panel) at the Capital Blue Store at <https://www.capitalbluestore.com>. Stores are located in Enola, PA (right off of I-81) and in the Lehigh Valley (near Allentown). You may also do this as part of your annual physical; ask your physician if they are able to send directly to CBC. If not, you may take a CBC form with you (available for download in your Healthy Rewards Account at www.capbluecross.com).

If screening is part of the annual physical and coded as a preventive service, it may be covered in full. Many facilities have online cost estimators. For example, one provider's cost estimator shows a comprehensive metabolic panel's estimated cost is \$51 with our insurance plan. It's recommended you contact the provider ahead of time for a cost estimate or call CBC customer service at (800) 962-2242 before getting screened.

Remember, you have your HSA and/or HRA funds available. If you have met at least \$2500 of your deductible you can submit your invoice to your HRA for reimbursement or direct provider payment, otherwise your HSA may be used.

8. How do I submit my Biometric Screening results?

If your doctor can't upload results directly to your Healthy Rewards account, you may upload them yourself using the CBC form or the doctor's form (as long as it includes all the screening components).

9. If I had the Biometrics already, how do I get credit for them?

If you had your biometrics completed after January 1, 2020, you will be able to ask your health care provider to complete the Capital Blue Cross form and follow the instructions above to submit the information.

10. How do I access Virtual Care?

Many private health care providers are offering telehealth. If you need to see your current providers, you may have to pay visit fees and/or copays. However, if you are willing to see a Capital Blue Cross, Virtual Care provider, and you have UCP's insurance, you may be able to see a medical doctor or psychologist for free through October 23, 2020. To sign up for Virtual Care from your smartphone you can download the Virtual Care App, be sure to enter your insurance information in the "My Insurance" section of the settings. Then you will be able to initiate health care appointments with little to no out of pocket expense.

To sign up for Virtual Care from a computer: You can do this from within your registered CBC account (you must be logged in) at Wellness Virtual Care, or by going to the site directly at <https://virtualcarecbc.com/landing.htm>. Once you register be sure to enter your insurance information (Account>Health Insurance), and you may want to also enter a payment method (Account>Payment Info) so that you are ready to go if and when you need the service.

For more information visit: <https://www.capbluecross.com/wps/portal/cap/home/explore/resource/virtual-care>

If you are not a current Capital Blue Cross subscriber, check out your insurance carrier—and no doubt you may have access to a similar service. This allows you to take care of yourself from the comfort of your home.

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- 11. Would you be able to provide some background information on why we currently utilize TIAA investment services? I know they are a top investment firm but some of their expense ratios are much higher than some of their competitors. Over time, this equates to thousands of dollars. In addition, other investment firms offer a larger selection of offerings. Have other investment firms been looked at in terms of what they offer?**

While we have been a participating employer with TIAA for many years, we are committed to making sure that whatever record-keeper with whom we partner is one that meets the investment needs of our workforce in a cost-effective manner. At the time that UCP originally signed on with TIAA, there were a number of reasons that made them a good fit for us. That said, those reasons may or may not still be valid, and as a result, we are taking an opportunity during the current fiscal year to evaluate the effectiveness and viability of TIAA as our record-keeper moving forward.

Presently, we are conducting a request for proposal (RFP) with a number of broker firms to assist us in this evaluation. More information will be forthcoming as it becomes available. In the meantime, if you have any questions about your participation in the 403(b) retirement plan through TIAA, or wish to enroll for the first time, please contact HR at HRHelpdesk@ucpcentralpa.org.