



## CSUSM Resources For Employees Impacted by COVID-19

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CSUSM employees and their family members affected by COVID-19 may be eligible to receive one or more of the following benefits. For more information about how to request these benefits, please contact the Benefits office at [hrbenefits@csusm.edu](mailto:hrbenefits@csusm.edu), you may also contact most providers directly.

### [California Casualty Auto & Home Insurance](#)

CSU policyholders who have auto, homeowner's or a renter's policy with California Casualty and have experienced a loss of income may call California Casualty at (800) 800-9410. They will be able to work out payment options during this time. California Casualty is also offering a temporary adjustment to the usage and annual mileage driven for auto policies, which will typically reduce the policy premium. Additional information is available on California Casualty's website, <https://www.calcas.com/coronavirus>.

### [LifeMatters by Empathia](#)

#### [Employee Assistance Program \(EAP\)](#)

LifeMatters by Empathia is a free, confidential counseling service that can assist you with recovering from the emotional and financial impact of the COVID-19. Additional resources available include referrals to local non-profit organizations, along with community-based support. The toll-free number for LifeMatters is (800) 367-7474. If you are outside of North America you can call collect at (262) 574-2509.

### [Vision Service Plan \(VSP\)](#)

If you are a VSP member, you will now have access to supplemental medical care for the detection, treatment, and management of ocular and visual conditions, including conjunctivitis, eye trauma, or sudden changes in vision through August 2020 (date is subject to change). Our current plans do not normally offer this option, however; VSP has now extended this benefit. Employees may see their VSP network doctor in-person or remotely. Employees can also use their routine VSP coverage for lost or broken glasses or

replacement contact lenses to meet immediate eyewear needs by contacting their VSP network doctor. Access to optometrists during this pandemic allows employees to maintain health and visual acuity while easing the burden on primary care physicians and emergency rooms. For more information please visit - <https://www.vsp.com/eyewear-wellness/in-the-community/coronavirus-response> or call VSP Customer Service at (800) 400-4569.

### [MetLife Legal Services](#)

CSU employees impacted by the COVID-19 Virus now have access to MetLife's Legal Plan Disaster Relief Program plan until July 31, 2020. This program provides access to MetLife network attorneys who can provide expert legal help as related to disaster relief. Employees do not need to be enrolled in MetLife's Legal Plan to take advantage of this benefit. Network attorneys can get answers to questions related to legal issues you may be facing, and can review your existing legal documents. In addition, you will have access to MetLife's self-help document library to complete wills, living wills and power of attorney documents. Access the library by visiting [info.legalplans.com](http://info.legalplans.com) and enter in access code 9790010 and click "Self-Help Documents" in the "Covered Services" tab or by visiting <https://info.legalplans.com/9790010/CoveredServices/?coveragecode=979#tab-forms>. For further information, please call their Customer Service Center at (800) 821-6400. Provide them with CSU, the last four digits of your Social Security number, and indicate that you are interested in the document review and consultation services offered as part of the Disaster Relief Plan. More information is available on their website at <https://metlife.com/mybenefits>.

## [Delta Dental](#)

Delta Dental has affirmed their commitment to provide access to care, patient eligibility, benefits information, timely payment of claims, and assistance with obtaining dental records during this pandemic (plan limits still apply). Delta Dental will now accept claims for services delivered through tele-dentistry for those dentists who use this method for consultations. For additional information, please contact Delta Dental Customer Service for assistance at (800) 765-6003 or visit their website at:

<https://www.deltadentalins.com/about/pressroom/2020/a-message-to-delta-dental-enrollees-about-coronavirus.html>

## [Nationwide Pet Insurance](#)

Nationwide wants to help during this difficult time and is extending their emergency boarding for pets (up to \$500) if the employee is hospitalized for more than 48 hours. Flexible payment options are available for those employees affected financially. For more information, please contact Nationwide at (877) 738-7874.

## [Health Care and Dependent Care Reimbursement Account Plans](#)

Due to COVID-19, CSU has adopted temporary plan changes to the CSU Health Care Reimbursement and Dependent Care Reimbursement Plans, which allow employees to make a **one-time**, mid-year enrollment change **prospectively** without a qualifying event during the remainder of the 2020 plan year. This **one-time**, mid-year plan change will allow employees to stop, enroll or change their current monthly contribution for HCRA, DCRA or both plans.

<https://www.csusm.edu/hr/benefits/flexible/index.html>

## [Fidelity Investments – CSU 403\(b\) Plan](#)

With the market's recent downturn and fluctuations, you may be concerned about the funds you've worked so hard to build. Fidelity's team of retirement planners is available for complementary Virtual One-to-One meetings with CSU employees. These meetings are available at no cost to all CSU employees – no Fidelity account is needed.

Schedule a time online: [scheduling system](#)

- Contact your [Campus Retirement Planner](#)
- Call 800-642-7131

Other resources:

[15 minutes Market Volatility Video](#)

[Visit Fidelity Market Volatility page](#)

## [SavingsPlus](#)

In an effort to reduce the potential spread of COVID-19, SavingsPlus has suspended all Retirement Specialist worksite visits and walk-in business. Savings Plus is still here to help. They have made it easy for you to schedule an online appointment with your [Retirement Specialist](#).