

Town of Duxbury, Massachusetts

OFFICE OF HUMAN RESOURCES

TO: All Employees
FROM: Jeannie Horne, Human Resources Director, SHRM-SCP
DATE: March 20, 2,020
RE: Available Emotional and Physical Health Resources

It is safe to say this has been one of the most memorable weeks of our careers. Still, during this time of uncertainty, we have also experienced remarkable employee creativity, cooperation and flexibility as we work together and learn how to serve the public and each other in different ways.

Increasingly, it will be important for each of us to make time to care for our families and, most especially, ourselves. Below are a variety of emotional and physical health resources that you and your families may find helpful at this time:

MIA Employee Assistance Program (EAP), every employee and their household members can contact the EAP 27/7/365 at 800/451-1834 for free, confidential help with anxiety, depression, family conflict, relationships, substance abuse, legal or financial issues, aging parents, job stress, health issues, or to access their new personal assistant, work/life and medical advocacy and life/wellness coaching resources because everyone faces challenges but no one has to face them alone. (For complete details [Expanded Employee Assistance Program Solutions](#))

Additional Emotional Resources, the following was distributed today to parents by the Duxbury Public Schools:

It is very important to remember that children look to adults for guidance on how to react to stressful events. The following resources may provide some additional information on how to support your children during these unprecedented times:

- [Talking to Children About COVID-19 \(Coronavirus\): A Parent Resource](#)
- [Mental Health and Coping During COVID-19 | CDC](#)
- [A guide to keeping your child safe and reassured as coronavirus spreads](#)

We know that school is often the first step for mental health resources and support. With school closed the next few weeks, we want to be sure that you have all the resources available to help you and your child cope. It is important to note that all information on community resources shared are updated to the best of our knowledge and that individual community resources may have their own protocols as to how to currently access their services.

- **Outpatient Care**--it is very important that your students continue to access their outpatient therapeutic supports. If your student currently has an individual therapist, contact them in order to plan for consistent support over the next few weeks. Many therapists may offer phone or video sessions in lieu of in-person sessions. Consistency is key in mental health treatment (including therapy and taking medication as prescribed).
- **Crisis Intervention**--if your child is experiencing a mental health emergency, call 911 or go directly to your local emergency room. Alternatively, depending on your insurance, the Emergency Service Program at Child and Family Services, Inc. can be called at 508-996-3154. As of 3/19/20, Child and Family Services are open as usual.
- **Hotlines and helplines** are also available for you and your student in case of a crisis situation. National Suicide Prevention Lifeline: 1-800-273-8255 (TALK) - The National Suicide prevention Lifeline is a 24 hour, toll-free suicide prevention hotline. You will be routed to the closest possible crisis center in your area. Call for yourself or someone you care about. Your call is free and confidential.

878 Tremont Street, Duxbury, MA 02332 Telephone: 781-934-1100 x 5410 Fax: 781-934-9011
horne@town.duxbury.ma.us

The mission of the Town of Duxbury is to deliver excellent services to the community in the most fiscally responsible and innovative manner while endeavoring to broaden our sense of community and preserve the unique character of our town.

- Additional information is included in the attached Behavioral and Mental Health Resource Guide, including information on first steps for seeking outpatient support. The [William James Interface Referral Service Helpline](#) is a service available to all Duxbury residents to assist with mental health and wellness referrals. Each referral meets the location, insurance, availability, and specialty needs of the caller. 888-244-6843. Monday-Friday, 9am-5pm

Blue Cross Blue Shield Health Insurance, members can receive medically necessary covered services, via phone (telephonic) or virtually (telehealth), at no cost, retroactively to March 16, 2020. Visits will be reimbursed at the same rate as face-to-face care for any provider, for both medical and behavioral health care, as long as they meet clinical standards. In addition to the following is available for the entire period of the Massachusetts public health emergency (for complete details [BCBS Coronavirus Press Release March 18, 2020](#)):

- Waived member cost share (co-pays, co-insurance and deductibles) for medically necessary COVID-19 testing, counseling, vaccines (when available), treatment and care at doctor's offices, urgent care centers and emergency departments (excluding inpatient care).
- Removed administrative barriers, like prior authorizations and referrals, for medically appropriate COVID-19 treatment.
- Increased access to prescription drugs providing access to early refills of prescription maintenance drugs and formulary flexibility for any shortages or access issues.
- Staffed and promoted a dedicated member help line (888-372-1970) for all COVID-19 inquiries.
- Promoted 24/7 nurse hotline (888-247-2583), for free, safe and convenient clinical assistance with minor ailments or questions.
- Launched a resource center on how to stay safe, with tip sheets, a video featuring Blue Cross physicians, FAQs and new health news site, Coverage, providing timely, original reporting about COVID-19.

Blue Cross Blue Shield Telehealth, members can be seen by licensed providers 24/7/365, or by appointment, for secure and confidential treatment of minor physical and behavioral issues via Well Connections' live video visits on a favorite electronic device for treatment of cold, flu, bronchitis, sinus and respiratory infections, sore throat, diarrhea, gout, strep throat, urinary tract infections, pinkeye, hypertension, migraines, pneumonia as well as behavioral health issues such as depression, anxiety, sleep disorders, substance use disorder, trauma, child behavior, bereavement, couples therapy, stress and divorce. Providers can access medical history, diagnose and treat symptoms and prescribe certain medications as necessary (for complete details [BCBS Telehealth Member Brochure](#)) Initially the wait time may be significant as every telehealth provider is ramping up to keep up with increased demand. Our BCBS members can access telehealth by simply:

1. Downloading the Well Connection app, or visit wellconnection.com
2. Creating an account and log in
3. Choosing the type of service: medical or behavioral
4. Picking an available provider

To view all other related employee communications please go to <https://www.town.duxbury.ma.us/human-resources/news/employee-notices-archive> If you have any questions please feel free to contact me anytime at home@town.duxbury.ma.us or 781-934-1100, ext. 5410.