

# COVID-19 Update



**March 27, 2020**

*We continue to actively monitor the situation regarding the most recent coronavirus, known as COVID-19. In an attempt to keep you informed about the latest developments, we are sending out regular communication such as this to provide updates and answers to frequently asked questions. **We encourage you to share these updates with all members of your team, especially those who may not have regular access to email.** The latest all-employee communications and updated responses to FAQs can be found at:*

<https://www.kindredhealthcare.com/employees/covid-19-updates>.

## **Dear Colleagues:**

I hope this week's update finds you safe and healthy. This continues to be a very challenging time for all of our team members, especially those caregivers who are doing the extraordinary work of prioritizing care for our patients above all else. On behalf of the entire Kindred leadership team, I want to thank you for your continued commitment to our patients, our partners, our communities and one another.

As healthcare professionals, we are part of the nation's workforce that provides essential services to our fellow citizens, in good times and in bad. Like everyone else, we are concerned with our own health and that of our loved ones, but we also have the added responsibility of caring for some of the most vulnerable patient populations in the country.

We are in the midst of a national emergency that is placing unprecedented demands on our healthcare system – both in terms of the resources needed to deal with the COVID-19 pandemic, as well as the mental, physical and emotional toll the situation is taking on healthcare workers. But just as other professions have stepped into the spotlight during times of great need in our nation's history – including members of the military, police officers, firefighters, and first responders – now it's our turn to answer the call and step forward to do the hard work required to address the needs of our communities.

While there is no way to predict when our lives will return to normal, all of us need to remain focused on tackling this challenge one day at a time, one hour at a time, one task at a time. We all have our role to play as we work to serve those patients and families who place their trust in us, as well as support the nation's health system as a whole. And it is important to remember that none of us are doing this alone; we are surrounded by tens of thousands of colleagues who are collectively focused on our shared commitment to hope, healing and recovery.

As we continue to find ways to navigate this uncertain time, I encourage you to take advantage of our free and confidential Employee Assistance Program (EAP), which provides access to licensed professional counselors who can help you with stress, anxiety, depression, and other challenges. EAP services are available 24 hours a day, seven days a week via phone at 800.854.1446 or online at [www.unum.com/lifebalance](http://www.unum.com/lifebalance).

## **Change to Healthy Steps Wellness Requirements**

In light of the challenges all of our team members are facing during the COVID-19 pandemic, we are exploring a variety of ways to ensure our benefit programs provide the support and flexibility you need. One of the steps we are taking is to change the requirements of the Healthy Steps Wellness program to make it easier to achieve the point totals required to earn the reduced Healthy Rewards Rate for 2020.

Effectively immediately, the point total requirements for the upcoming deadlines will be changed as follows:

### ***For medical plan participants with coverage effective January 1, 2020***

- April 30, 2020 Deadline – point total requirement lowered from 2,500 points to 2,000 points to earn the Healthy Rewards Rate for June 1 – August 31, 2020.
- July 31, 2020 Deadline – point total requirement lowered from 4,000 points to 3,500 points to earn the Healthy Rewards Rate for September 1 – December 31, 2020.

### ***For medical plan participants with coverage effective any time between January 2 and May 31, 2020***

- July 31, 2020 Deadline – point total requirement lowered from 2,500 points to 2,000 points to earn the Healthy Rewards Rate from September 1 – December 31, 2020.

In addition, we will be adding a variety of new activities for you to earn points that are mindful of the fact that many of our plan participants are limiting their time outside, avoiding group activities, and dealing with unprecedented stress and anxiety.

As a reminder, to qualify for the Healthy Rewards Rate, both you and your covered spouse/partner must each complete the point requirements by the deadlines outlined above to earn the discounted rate. If you or your covered spouse/partner do not complete the point requirements, your medical plan rate will increase by \$75 or \$200 per month, depending on your coverage tier.

You and your covered spouse/partner must sign into your personal Healthy Steps Wellness accounts on your computer or mobile device at [www.healthystepswellness.com](http://www.healthystepswellness.com) (team members may also access the site from [www.KindredforMe.com](http://www.KindredforMe.com) without a separate login). Review the annual Healthy Steps Wellness Program requirements and make sure you understand the actions you need to take and important deadlines throughout the remainder of the year.

We hope these changes will help you and your covered spouse/partner earn the reduced medical plan rate for the remainder of 2020. Please contact the Kindred Benefits Marketplace at 1-800-991-6171 if you have questions or need additional information.

Finally, if you have any questions related to COVID-19, please email [COVID19EmployeeQuestions@kindred.com](mailto:COVID19EmployeeQuestions@kindred.com). Our clinical teams will provide a direct response to urgent inquiries and we will include the most frequently asked questions in future updates shared with all team members.

As always, thank you for your ongoing efforts to keep our patients and fellow team members safe. We appreciate your dedication and continued support.

Regards,

Ben Breier  
President and Chief Executive Officer  
Kindred Healthcare

## **Responses to Frequently Asked Questions**

Kindred has established a dedicated mailbox ([COVID19EmployeeQuestions@kindred.com](mailto:COVID19EmployeeQuestions@kindred.com)) to collect and answer any questions you may have. Below are responses to this week's most frequently asked questions (FAQs). You can find the latest answers to all FAQs at <https://www.kindredhealthcare.com/employees/covid-19-updates>. The page is updated throughout the week, so we encourage you to check it frequently to find the most up-to-date information.

Please note that, when applicable, we have created separate sections for questions that apply to all team members, as well as those that are specific to Hospital Division team members and Kindred Rehabilitation Services team members. For specific clinical or operational directives, please follow the guidelines as they apply to your respective care setting:

### **ALL TEAM MEMBERS**

#### **Q. Does Kindred currently have any limitations on personal travel within the United States?**

**A.** As recommended by the U.S. Centers for Disease Control and Prevention (CDC), all non-essential travel should be postponed at this time. In addition, all team members should follow official recommendations in their respective states regarding avoiding gatherings, sheltering in place, etc.

If a team member chooses to take any non-essential travel and is required to self-isolate upon returning home, Kindred will not pay the team member during this self-isolation period (beyond any PTO hours that could be used during the time away from work). You can read more about the CDC's recommendations regarding travel in the U.S. on their website: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-in-the-us.html>

#### **Q. What preparations are our facilities taking to address staffing in case multiple employees are sick or have to self-isolate?**

**A.** CDC guidance continues to change related to self-isolation guidelines for healthcare workers in order to minimize situations where there would not be enough staff to care for patients. We continue to monitor CDC and local public health guidance on self-isolation practices for healthcare workers, and we also are working with external staffing agencies to obtain additional contingent staff should the need arise.

#### **Q. I am immunocompromised or have a condition that results in a weakened immune system. What are my options for continuing to work if I am concerned about being exposed to COVID-19 positive patients?**

**A.** Caring for patients with transmissible infections is part of our daily work at Kindred. If you are immunocompromised and would like to request an accommodation to limit your exposure to COVID-19 positive patients, please contact Unum's ADA team at 1-877-217-5497. Unum will work with you and your physician to gather information that will help the company determine whether a reasonable accommodation can be made. Reasonable accommodations may include reviewing patient assignments to help minimize exposure. During the process, you should work closely with your HR Representative to determine if federal, state or local law requires additional considerations.

#### **Q. As a supervisor, what do I do if a team member indicates that s/he suffers from a condition that results in a weakened immune system and s/he does not wish to continue to work?**

**A.** Team members who are immunocompromised and would like to request an accommodation to limit their exposure to COVID-19 positive patients should call Unum's ADA team at 1-877-217-5497. Unum will gather information from the team member and his/her physician that will help the company determine whether the employee can be reasonably accommodated. Reasonable accommodations may include reviewing patient assignments to help minimize exposure. During the pendency of the Unum process, the team member should

work closely with his/her HR Representative to determine if federal, state, or local law requires additional considerations.

**Q. I have another PRN job for a company other than Kindred. Are there any restrictions about continuing to work in Kindred facilities if I have other PRN work where I go to non-Kindred healthcare facilities?**

**A.** There currently are no restrictions for clinicians working at other locations as long as you are following CDC guidelines and taking precautions to limit exposure to COVID-19. During this time, we encourage team members to check with your site staffing manager as we may have additional hours available at some of our facilities.

**For the full list of the most current responses to frequently asked questions and other updates, please check the following page on a regular basis:**

**<https://www.kindredhealthcare.com/employees/covid-19-updates>**