



SPRING | 2020

MPI

COVID-19 UPDATE

Last Updated on March 17, 2020

Motion Picture Industry Pension & Health Plans’ Plan of Action in Response to COVID-19

As the COVID-19 (Coronavirus) pandemic continues to evolve, below are steps the Motion Picture Industry Pension & Health Plans (“Plans” or “MPI”) are taking in response to it.

Thus far, MPI has made the following changes to the medical benefits provided to you:

No Out-of-Pocket Costs for COVID-19 Diagnostic Testing:

For Anthem Blue Cross PPO enrollees, through June 15, 2020, Participants will not incur any out-of-pocket costs (no co-payment and/or co-insurance) for the COVID-19 virus diagnostic test and the associated visit for this test when the test is ordered by an in-network medical provider and performed at an in-network facility. The associated visit may occur in an emergency room, urgent care or doctor’s office. The COVID-19 test and the associated visit will continue to be covered at the usual plan benefit level after June 15, 2020.

For all other medical plan enrollees, Participants will not incur any out-of-pocket costs (no co-payment and/or co-insurance) for the COVID-19 virus diagnostic test and the associated visit for this test when the test is ordered by an in-network medical provider and performed at an in-network facility. The associated visit may occur in an emergency room, urgent care or doctor’s office.

Early Prescription Refills Are Available:

Beginning March 16, 2020, for a period of 30 days, Participants may refill their prescription medications early, for up to a 90-day supply, from Express Scripts mail order or a Walgreens Smart90 pharmacy (including, Duane Reade and Happy Harry’s). The pharmacy staff may need to contact the Express Scripts pharmacy help desk at (800) 922-1557 for override information.



Motion Picture Industry Pension & Health Plans

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Participants enrolled in the Express Scripts (ESI) Medicare Part D Prescription Drug Plan should contact the ESI Part D Customer Service Team at (800) 797-4887 for all prescription refill requests.

Participants enrolled in Kaiser Senior Advantage should contact the Kaiser Senior Advantage Pharmacy Customer Service Team at (888) 218-6245 (if in Northern California) and (800) 464-4000 (if in Southern California) for all prescription refill requests.

In addition to the aforementioned, MPI provides you with the following information:

Electronic Forms Are Available Online:

Participants are reminded that many of the forms they may be required to complete are available online under the “Forms” section of MPI’s website (www.mpiphp.org). You may use these forms to change your address on file with MPI, add a dependent to your coverage, authorize someone other than yourself to speak to MPI about your health and/or retirement benefits, or change the person designated to receive your pension benefit.

An Appointment is Required to Visit MPI’s Offices:

In order to keep Participants and MPI staff safe and healthy, all Participants who need to visit the MPI offices must have an appointment to do so. Before being permitted into MPI’s office, all visitors will be screened for COVID-19 symptoms. Participants are reminded, however, that most questions can be answered by phone or email.

Telemedicine Benefit Reminder:

Participants are reminded that if their provider allows for tele-visits, they may have a telemedicine visit through your primary care provider or specialist at the same benefit as an office visit (co-payment and co-insurance apply). Alternatively, several of the health plans offered through the Plans provide an online telemedicine portal.

Participants enrolled in Anthem Blue Cross are reminded that if their provider allows for tele-visits, they may have a telemedicine visit through their primary care provider or specialist at the same benefit as an office visit (co-payment and co-insurance apply). Participants may also visit with a provider using LiveHealth Online (www.livehealthonline.com) and pay a \$20 co-payment.

Participants enrolled in Anthem Medicare Preferred Plan (Medicare Advantage) may use telemedicine for medically necessary visits with their primary care provider or specialist for a \$5 co-payment so long as the provider accepts Medicare. LiveHealth Online (www.livehealthonline.com) is also available 24/7 at no co-payment.

Participants enrolled in Kaiser Permanente or the Kaiser Permanente Senior Advantage Plan should call (833) 574-2273 to schedule a telemedicine visit. There will not be a required co-payment to use this benefit.

Participants enrolled in Health Net or the Health Net Seniority Plus Plan may call (800) 835-2362 to use their telemedicine benefit or visit www.Teladoc.com. Participants will not be required to pay a co-payment.

Participants enrolled in the Oxford Health Plans and the Oxford Medicare Advantage Plan may seek a tele-visit through their primary care provider or specialist at the same benefit as an office visit (co-payment and co-insurance apply).

By Email or Telephone is the Preferred Method of Communication with MPI:

Participants are encouraged to communicate with MPI by email.

Participants are highly encouraged to email MPI at service@MPIPHP.org to communicate with MPI staff. A team of MPI staff members are dedicated to responding to emails received. As a reminder, please include your name, date of birth, MPI ID (or last four numbers of your Social Security Number) and mailing address (or phone number) when sending emails to MPI. This will help expedite the process of responding to emails.

As of today, all calls placed to MPI's Participant Service Center are answered within two minutes. While this answer time may increase depending on the volume of calls received, MPI staff will remain available to answer questions by telephone.

MPI Staff Are Shifting to a Work-from-Home Schedule:

In an effort to protect the staff who work at MPI, MPI is shifting to a work-from-home schedule to increase social distancing opportunities. As of today, 20% of MPI staff are working remotely; this percentage is anticipated to increase. Please note, a work-from-home schedule is not anticipated to affect MPI's staff ability to continue its day-to-day work, including answering your questions and processing your worked hours.

While the circumstances surrounding COVID-19 remain uncertain, you can be confident that MPI is here to provide the highest level of service possible at this time.

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