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COVID-19 Guidance

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Working Remotely During Covid

UMS Workplace Policies and Guidance regarding COVID-19

As the University of Maine System continues to monitor the local, national, and worldwide incidence of the coronavirus and the illness it causes, COVID-19, faculty and staff members are encouraged to work remotely to the maximum extent feasible. Extensive further guidance is provided below.

Potential Additional Policy Changes

If public health conditions worsen, the University of Maine System's policies may be further adjusted. This would be done to address the effects of more widespread illness or absences, more frequent needs for self-isolation or quarantine, disruption of care arrangements or UMS priorities for pay continuity. Faculty and staff will be notified as necessary of such changes and should also check the [Health Advisory page for the University of Maine System](#) for updates.

Questions may be directed to your [Employee Benefits Center](#) at 207-973-3373 and/or your campus Human Resources Office.

Workers at Higher Risk: Employees who are at increased risk for complications from COVID-19 are urged to consult their healthcare provider about steps they can take to protect their health. These may include requesting a temporary change in job location, hours, assignment or duties, or implementation of additional protective measures to reduce exposure to others or chances of becoming infected. Please consult your supervisor to explore your work-from-home options. Supervisors are

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Cigna is closely monitoring the 2019 Novel Coronavirus (COVID-19) outbreak and is committed to taking appropriate actions to ensure customers have the medication needed to stay healthy. Should a customer have any questions or concerns about an individual situation, Cigna pharmacists are available 24/7.

State Orders are being issued regarding Refill-Too-Soon edits and the guidance varies from State to State. Lifting the edits across the country prematurely would remove the safeguards in place to prevent stockpiling which could potentially result in a strain on supply chain and disrupt current inventories. Our position as a company is to address the state specific orders as they are issued.

Effective Immediately, a one-time Refill Too Soon Override will be Allowed (New Hampshire and Maine Residents Only): Cigna Pharmacy Management is allowing a one-time Refill Too Soon override to **any customer who calls in and states they have been impacted by COVID-19 and has suffered lost or damaged medication(s)**. Customer Service can address any specific customer needs that might necessitate an override of the Refill-Too-Soon edit. The request(s) can be initiated by a pharmacist or customer.

Options Available to All Other Pharmacy Customers

In situations where early refills are not made available, pharmacists are available 24/7 to provide counseling, answer questions, and support patients, as needed. Standard refill policies, which allow members to refill or renew a prescription medication when 25%-35% of their current prescription is remaining, should help them stay on track with their medication during this time.

Facilitate Switch to Home Delivery:

Customers, wishing to take advantage of our Home Delivery service, have several options and they include:

If the customer has a retail prescription for 90 days with refills:

- Customer can contact customer service and requesting assistance in having a retail script for maintenance medication transferred to home delivery. Our Home Delivery Pharmacy will work with the retail pharmacy and the prescriber if needed to facilitate the Pharmacy to Pharmacy transfer. If the customer is a first time user for ESI Home Delivery, our teams will assist with getting them started.

If the customer does not have a retail prescription for 90 days with refills and would like to use mail order:

- Customer can contact their physician and request a new prescription be sent to Cigna Home Delivery Pharmacy for prescription processing.

Utilizing the "Chat" feature on [myCigna.com](#), a customer can work with a representative to initiate a retail to mail transfer. Customers can also utilize the Chat feature via the MyCigna mobile app.

These options allow customers the ability to have a 90 day supply of medications delivered to their homes.

More information is available on [MyCigna.com](#).

(Last reviewed/updated: 03/19/2020)

