

FORT BEND ISD EMPLOYEE RESOURCES



COVID-19: RESOURCES FOR FBISD EMPLOYEES

In the face of the COVID-19, below are some resources for FBISD employees regarding mental health, assistance, payroll, and more. This page will be updated as information becomes available.

[Centers for Disease Control and Prevention \(CDC\) – COVID-19](#)



- [How to Protect Yourself](#) - Older adults and people who have server underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness. More information on [Are you at higher risk for serious illness?](#)
- [What to do if You are Sick](#) - If you think you have been exposed to COVID-19 and develop a fever and symptoms, such as cough or difficulty breathing, call your healthcare provider for medical advice.

Fort Bend County Health & Human Services - Fort Bend County Health & Human Services, along with the [Centers for Disease Control and Prevention](#) (CDC), [Texas Department of State Health Services](#) (DSHS) and other public health officials, continues to monitor an outbreak caused by [COVID-19](#), formerly known as coronavirus or 2019-nCoV. www.fbchealth.org/ncov 281-633-7795

Local County Health Department Contact Information

- [Harris County Health Department](#)
281-342-6414
After hours: 281-434-6494
- [Montgomery County Health Department](#)
936-523-5026
After hours: 888-825-9754
- [Fort Bend County Health Department](#)
281-633-7795
After hours: 281-434-6494
- [Chambers County Health Department](#)
409-267-2731
After hours: 409-267-9862
- [Brazoria County Health Department](#)
979-864-2168
After hours: 800-511-1632
- [Galveston County Health District](#)
409-938-7221
After hours: 888-241-0442

Employee Assistance Program (EAP)



Fort Bend ISD provides employees with an Employee Assistance Program (EAP) administered by Optum, a UnitedHealthcare partner. The EAP is a comprehensive FREE benefit available to ALL FBISD employees, regardless of their enrollment in a FBISD insurance plan. Based on aggregate data shared with us, we know there is a need for a program that will provide counseling services to employees for not only negative stressors but also positive stressors such as birth of a new baby or job promotion. EAP offers confidential support for managing things such as stress, anxiety, depression, substance abuse, financial concerns, parenting, etc. FBISD provides six (6) free counseling sessions per employee and household member. To speak with an EAP Specialist you can call 866-248-4096 or go to the [Live and Work Well](#) site, select “Register.” The company access code is FBISD. Go to the [FBISD Employee Assistance Program](#) for more information.





Also, while the CDC is the best place to go to stay up to date on this still developing situation, Optum is offering a free emotional support help line for all people impacted by COVID-19. This help line will provide those affected access to specially trained mental health specialists. The company’s public toll-free help line number, 866-342-6892, will be open 24 hours a day, seven days a week for as long as necessary. This service is free of charge and open to anyone. Specially trained Optum mental health specialists help people manage their stress and anxiety so they can continue to address their everyday needs. Callers may also receive referrals to community resources to help them with specific concerns, including financial and legal matters.


Clearhope Counseling



Another FBISD partner, Clearhope Counseling & Wellness Center exists to remove access barriers to high-quality mental health services in the Greater Houston area. As a driving part of this vision, Clearhope accepts all major insurances including UnitedHealthcare, Medicaid and Medicare (normal co-pays apply) and has tele-therapy options during this COVID-19 event. Clearhope founder Heather Lambert, a 17-year veteran teacher, school counselor, and administrator, is driven by the missional belief that “No one should hurt alone.”

The Clearhope Team takes a client-centered, collaborative approach to providing expert mental health services conducted by fully licensed LPCs, LMFTs, and LCSWs. The Clearhope Team is a diverse group of clinical experts who care deeply for the mental health and wellness of their clients

	<p>and communities. Clearhope has offices in Pasadena, Sugar Land, and Summerwood (FALL 2020). Make an appointment and/or learn more about The Clearhope Team here: ClearHope Wellness</p>
<p>Self-Care</p>	<p>The calendar links below contain daily, creative self-care activities for staff.</p> <ul style="list-style-type: none"> ○ March 2020 ○ April 2020 ○ May 2020
<p>Managing your Personal Wellbeing</p> 	<p>The FBISD LiveWell Employee Wellness Program offers a broad range of wellness services, programs, and events. Make your health and wellbeing the strongest it can be by connecting with what best fits you, your department, your friends and family. Your health is up to you – Personal wellbeing is essential to happiness, and to the collaborative excellence of our organization! As we continue to transition our wellness program to a virtual platform, we want to share with you some of the tools and resources currently available to you at this time.</p> <p>We are dealing with some difficult times and taking the time to relax, breath and reflect on what is most important to you helps improve your overall well-being. To help you take a mind break throughout the day, you can access some Stress Management Resources here. We will continue to bring you more virtual classes to help with managing you and your family’s personal wellbeing.</p>
<p>UnitedHealthcare Zero Cost COVID-19 Medical Services</p> 	<p>COVID-19 TESTING and testing-related visits at Physician Offices, Urgent Care Centers, and Emergency Department</p> <ul style="list-style-type: none"> • Waive member cost sharing, including copayments, coinsurance and deductibles, for approved and authorized COVID-19 testing and testing-related visits at physician offices, urgent care centers, and Emergency Department for members enrolled in comprehensive medical plans, and Medicare managed care plans. • Testing must be provided at approved locations in accordance with U.S. Centers for Disease Control and Prevention (CDC) guidelines. • Coverage will include in and out of network and relies upon accurate COVID-19 coding. <p>Virtual Visits – Waive Cost Share for designated providers (Amwell, Doctor on Demand, Teledoc)</p> <ul style="list-style-type: none"> • Waive cost share for <i>all</i> Virtual Visits, not limited to COVID-19 until June 18, 2020. This also applies for HDHP with HSAs. • This change will only apply to customers who have Virtual Visits through UnitedHealthcare. • (English flyer, Spanish flyer) <p>Telehealth – Expanding access for virtual care to all In Network providers</p> <ul style="list-style-type: none"> • Effective immediately, until June 18, 2020 all eligible in and out of network (if applicable) medical providers who have the ability and want to connect with their patient through synchronous virtual care (live video-conferencing) can do so. • Claims for treatment will pay according to the member’s plan benefits, applying the applicable member cost share. • We will waive member cost sharing for COVID-19 testing related visits.
<p>Kelsey Virtual Visits for Medical Services</p> 	<p>In response to the guidance of public health and government officials to reduce in-person interactions, Kelsey-Seybold Clinic has made the decision to schedule patient appointments as Virtual Visits, effective immediately, whenever possible, for both primary and specialty care. “Virtual Visits” include Video Visits, Telephonic Visits and E-visits. Please know that our clinics will remain open and physicians have the availability to schedule an in-clinic appointment if necessary, after a patient’s Virtual Visit. Diagnostic testing will also continue to be available for patients if directed by their physician.</p> <p>Virtual Visits allow patients to select a specific Video Visit for COVID-19 symptoms, as well as visits with primary care and specialty care doctors for a broad range of symptoms and conditions not related to COVID-19. We know that Virtual Visits are new to many patients. To assist our patients, our 24/7 Contact Center (713-442-0000) is standing by to help. Patients will access Virtual Visits through their MyKelseyOnline account or app. The best source for current information is to call our 24/7 Contact Center or visit our website at www.kelsey-seybold.com/health-information/covid-19.</p>
<p>Staying Active</p> 	<p>While we are all required to practice social distancing, there are still ways to stay active without putting you or your family at risk. Your FBISD LiveWell Team encourages you to take time to stretch and exercise throughout the day. As you know, April is MILLIION MILE MONTH. For many years, Fort Bend ISD and Superintendent Dr. Dupre, have supported this event. While we are unable to promote the normal campus challenge, we still want to encourage employees to challenge themselves to put in as many miles as you can this month.</p> <p>Join online to log your activity for the month of April. Choose Fort Bend ISD as your organization and let's try to get to a million miles by the end of the month. You can also challenge a friend to a friendly competition! To register, go to Wellness Program and Fitness Challenges.</p>

Employee Paychecks/Payroll	<p>The District will continue to process payroll as normal.</p>
Leaves of Absences	<p>The District will continue to provide services through our HR personnel to ensure employee leaves of absences are processed. If you have specific questions regarding your leave and or absence please contact us by sending an inquiry via the Talent Connection portal.</p>
Back to School	<p>The FBISD Facilities and leadership teams have continued to meet and have determined that students and teachers will not return to school until at least Monday, April 10. Any additional changes will be communicated as early as possible.</p> <p>Although schools will not be open, FBISD will be asking essential staff to return to work or work from home starting March 16th, if possible, to support the District's effort in supporting systems and planning online learning resources and learning. If you fall into this group, you will be contacted by your supervisor. The remainder of our team, primarily campus based staff, will be provided more information from campus principals.</p>
Childcare Extended Learning programs 	<p>Extended Learning will not be offered while the District suspends normal operations through April 10. During the closure, the Extended Learning Department will not charge program tuition and fees. If you would like to receive a refund, please contact Extended Learning at extendeddaybilling@fortbendisd.com. Please check their website for updates: www.fortbendisd.com/extendedlearning.</p>

Everything you need in **ONE PLACE!**

Now available on your smartphone!

- ✓ Access Your Resources 24/7
- ✓ Health Benefits
- ✓ Community
- ✓ EAP Helpline
- ✓ Fitness
- ✓ ... and more!

**FBISD LiveWell App
Gives Staff Better Access**

The advertisement features three smartphones displaying the app's interface. The central phone shows the app's splash screen with the 'LiveWell FBISD' logo and download instructions for the App Store and Google Play. The left phone shows the 'Home' screen with a navigation menu for Health, Wellness, Life & Disability, and Other Benefits. The right phone shows the 'EAP: 24/7 Helpline' screen, which includes a registration code (AWP-FBISD-3769), contact options for the helpline and teen line, and details about the Employee Assistance Program (EAP) such as counseling and resources.