

HR COVID-19 Questions and Answers for All BSD Employees

General Questions

1. How do I know if I was exposed?

According to the Centers for Disease Control and Prevention (CDC), you generally need to be in close contact with a sick person to get infected. Close contact includes:

1. Living in the same household as a sick person with COVID-19
2. Caring for a sick person with COVID-19
3. Being within 6 feet of a sick person with COVID-19 for about 10 minutes, or
4. Being in direct contact with secretions from a sick person with COVID-19

2. What should I do if I am experiencing otherwise undiagnosed symptoms of COVID-19 or have been exposed to someone who has COVID-19?

You should contact:

- Absence Management Hotline: 314.982.1400 ext. 1336

3. If I become ill, how will this affect my attendance

BSD has developed a COVID-19 guidelines. You can find many of your answers pertaining to your attendance via Metroweb (Departments / Absence Management) OR BiStateDev.org/employee.

4. Should I go to my primary doctor, urgent care or emergency room?

No. The CDC requires someone suspected as having the symptoms of COVID-19 to call their primary care physician, urgent care or emergency room before going to any of those locations for treatment. The intent here is to minimize the spread of the virus by reducing exposure to other people and treat the symptoms remotely unless more acute care is warranted.

If Cigna is your primary health insurance carrier, you can use the TeleHealth, virtual care benefit. Cigna has opened a 24-hour toll-free help line (1.866.912.1687) to connect you directly to qualified clinicians who can provide support and guidance. More information can be found on [Cigna.com](https://www.cigna.com).

If desired, you can contact either one of two available telehealth providers directly. The two resources are:

- AmWell at AmWellforCigna.com or 1.855.667.9722
- MDLive at MDLIVEforCigna.com or 1.888.726.3171

5. Where can I go for support of my mental well-being during this situation?

Cigna's Employee Assistance Program (EAP) remains available to all employees, their dependents and other residing in household. Please call 1.877.622.4327 or log-on to CignaBehavioral.com and enter the employer ID of "metroslouis."

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In addition, you can text HOME to 741741 for free, 24/7 crisis support in the U.S. A crisis trained counselor will respond directly and confidentially to help get you through your crisis.

6. How will I be paid for missing work?

BSD has developed a COVID-19 guidelines. You can find many of your answers pertaining to your attendance via Metroweb (Departments / Absence Management) OR BiStateDev.org/employee.

7. Will I accrue points due to my absence?

Effective immediately the no fault attendance policy is suspended until further notice.

8. What if I am absent more than three (3) consecutive days due to symptoms of illness?

You will need to seek medical attention, as in any medical absence beyond three (3) days and provide that documentation to your immediate supervisor and the Absence Management Department.

The Family and Medical Leave Act (FMLA), the Americans with Disabilities Act (ADA) and/or the Rehabilitation Act of 1973 may apply to any absence under this policy. Employees must contact Absence Management 314-982-1597.

For any additional questions please refer to the Bi-State Development's COVID-19 Guidelines.

You can find the guidelines via Metroweb (Departments / Absence Management) OR bistatedev.org under "Employee Resources."

Additional Resources

- BSD Emergency Operations Center (EOC) COVID-19 Hotline: 314.923.3070
- Center of Disease Control (CDC): 800.232.4636
- MO Dept. of Health and Senior Services: 877.435.8411
- IL Dept. of Health: 800.889.3931