Coronavirus: Employer Town Hall
March 26, 2020
5:00 PM ET

COVID-19 Benefit & Policy Directions
Hosted by the National Purchaser Leadership Council
Panelists

NPLC Members
• Lisa Evans, Southwire
• Larry Fagerhaug, Carson Tahoe Health
• Tom Ferraro, MetLife
• Mohannad Kusti, MD, US Steel
• Laurie Lee, State of Tennessee
• Janet McNichol, ASHA

Others
• Richard Gray, Brightday
• Christa-Marie Singleton, CDC

Moderators & participating panelists

Michael Thompson
President & CEO
National Alliance

Ray Fabius, MD
Co-Founder, HealthNEXT
Member of National Alliance’s Medical Director Advisory Council
Agenda

• Employer COVID-19 Survey Results (3.18.20 – 3.23.20)
  • Frequency of COVID-19 Communications
  • Travel Policy
  • Benefits Coverage
  • Salary vs. Hourly Workers
  • Paid Time Off/Sick Leave
  • Caregiving/Childcare

• Open discussion/Q&A

• Upcoming events
Employer demographics

By Size
- Under 300: 23%
- 300 - 999: 15%
- 1,000 - 4,999: 30%
- 5,000 - 9,999: 12%
- 10,000 +: 20%

By Industry
- Manufacturing: 23%
- Other: 26%
- Educational Services: 9%
- Finance & Insurance: 11%
- Healthcare & Social Assistance: 9%
- Retail/Wholesale Trade: 4%
- Professional Services: 8%
- Public Administration: 10%

Total responses: 256 employers nationwide
How frequently are you educating/updating your employees on COVID-19?

- Daily: 40%
- Several times a Week: 42%
- Weekly: 15%
- Bi-weekly or less frequent: 3%
Consensus: No in-person meetings or travel

- Suspending hosting of meetings, conferences: 100% currently doing, 0% considering.
- Suspending attendance at meetings, conferences: 98% currently doing, 2% considering.
- Suspending discretionary travel: 98% currently doing, 2% considering.
Benefits coverage

- Great majority waiving cost sharing for the testing of COVID-19
- Roughly half of employers are waiving cost sharing for:
  - Healthcare visits associated with the testing
  - COVID-19 related telemedicine visits
- A minority are waiving cost sharing for the actual treatment of conditions related to COVID-19
- Few employers are currently offering COVID-19 testing at onsite/near site clinics (where applicable)

<table>
<thead>
<tr>
<th>Benefits coverage for all covered lives (overall)</th>
<th>Currently Doing</th>
<th>Considering</th>
<th>Not doing/considering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waiving cost sharing for testing of COVID-19</td>
<td>86%</td>
<td>5%</td>
<td>9%</td>
</tr>
<tr>
<td>Waiving cost sharing for health care visit</td>
<td>49%</td>
<td>17%</td>
<td>34%</td>
</tr>
<tr>
<td>(could be doctor, urgent care, ER, clinic)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>associated with testing of COVID-19</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Waiving cost sharing for telemedicine services</td>
<td>55%</td>
<td>20%</td>
<td>25%</td>
</tr>
<tr>
<td>related to COVID-19</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Waiving cost sharing for treatment (e.g.,</td>
<td>19%</td>
<td>25%</td>
<td>56%</td>
</tr>
<tr>
<td>includes medications)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Providing testing of COVID-19 in onsite/near site clinics</td>
<td>16%</td>
<td>9%</td>
<td>76%</td>
</tr>
</tbody>
</table>

National Alliance of Healthcare Purchaser Coalitions
Driving Innovation, Health and Value
Benefits coverage: HSA high deductible health plans

In light of the recent IRS guidance related to HSA HDHPs:

• The great majority are paying or considering to pay for testing as a first dollar benefit
• Less than half are paying for treatment of conditions related to COVID-19 as a first dollar benefit

![Bar chart showing the percentages of HSA HDHPs providing first dollar coverage for COVID-19 testing and treatment.](chart.png)
COVID-19 coverage for non-benefit eligible employees or contractors

**Non-benefit eligible employees**

- **Seeking external support (community hospitals, governmental support)**
  - Currently Doing: 21%
  - Considering: 14%
  - Not doing/considering: 65%

- **Paying for testing for COVID-19**
  - Currently Doing: 1%
  - Considering: 10%
  - Not doing/considering: 86%

- **Paying for treatments related to COVID-19**
  - Currently Doing: 11%
  - Considering: 6%
  - Not doing/considering: 83%

**Contractors (sample responses)**

- Must meet CDC criteria restrictions
- Only allowing those performing work essential to production
- Continue to ensure they can work, unless finances are not available
- Those that can work from home are doing so
- Same rules for regular employees
- Only scheduled deliveries allowed
- Most consulting and project work is being rescheduled
- Ensure all contractors and visitors follow recommended preventive protocols
- Vendors and visitor complete a small questionnaire to assess risk of COVID-19 prior to building entry
Ability to effectively work from home

- 22% of employees
- 18% of employees
- 27% of employees
- 33% of employees

Salaried
Hourly
### Ability to effectively work from home (by industry)

<table>
<thead>
<tr>
<th>Industry</th>
<th>Salaried</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th>Hourly</th>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&lt;50%</td>
<td>50-69%</td>
<td>70-89%</td>
<td>90+%</td>
<td>N/A</td>
<td>&lt;50%</td>
<td>50-69%</td>
<td>70-89%</td>
<td>90+%</td>
<td>N/A</td>
</tr>
<tr>
<td>Educational Services</td>
<td>28%</td>
<td>17%</td>
<td><strong>33%</strong></td>
<td>17%</td>
<td>6%</td>
<td><strong>74%</strong></td>
<td>9%</td>
<td>13%</td>
<td>4%</td>
<td>0%</td>
</tr>
<tr>
<td>Finance &amp; Insurance</td>
<td>4%</td>
<td>23%</td>
<td>8%</td>
<td><strong>65%</strong></td>
<td>0%</td>
<td>28%</td>
<td>18%</td>
<td><strong>22%</strong></td>
<td>32%</td>
<td>0%</td>
</tr>
<tr>
<td>Healthcare &amp; Social Assistance</td>
<td>35%</td>
<td><strong>30%</strong></td>
<td>13%</td>
<td>22%</td>
<td>0%</td>
<td><strong>71%</strong></td>
<td>10%</td>
<td>0%</td>
<td>14%</td>
<td>5%</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>16%</td>
<td>13%</td>
<td><strong>36%</strong></td>
<td>36%</td>
<td>0%</td>
<td><strong>88%</strong></td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
<td>9%</td>
</tr>
<tr>
<td>Professional Services</td>
<td>0%</td>
<td>14%</td>
<td>26%</td>
<td><strong>58%</strong></td>
<td>0%</td>
<td>48%</td>
<td><strong>14%</strong></td>
<td>24%</td>
<td>14%</td>
<td>0%</td>
</tr>
<tr>
<td>Public Administration</td>
<td>23%</td>
<td><strong>27%</strong></td>
<td>36%</td>
<td>9%</td>
<td>5%</td>
<td><strong>67%</strong></td>
<td>17%</td>
<td>8%</td>
<td>0%</td>
<td>8%</td>
</tr>
<tr>
<td>Retail/Wholesale Trade</td>
<td>38%</td>
<td><strong>25%</strong></td>
<td>25%</td>
<td>13%</td>
<td>0%</td>
<td><strong>70%</strong></td>
<td>20%</td>
<td>10%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Median range
How COVID-19 related policies are being generally being applied

- Nationally: 55%
- Region by region (US): 25%
- Globally: 20%
Working from home (overall)

- The majority, whenever possible, have implemented work from home or telecommuting policies
Working from home (by industry)

**Optional telecommuting**

<table>
<thead>
<tr>
<th>Industry</th>
<th>Currently doing</th>
<th>Considering</th>
<th>Not doing/considering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educational Services</td>
<td>88%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Finance &amp; Insurance</td>
<td>73%</td>
<td>18%</td>
<td>9%</td>
</tr>
<tr>
<td>Healthcare &amp; Social Assistance</td>
<td>67%</td>
<td>22%</td>
<td>11%</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>73%</td>
<td>8%</td>
<td>20%</td>
</tr>
<tr>
<td>Professional Services</td>
<td>74%</td>
<td>11%</td>
<td>16%</td>
</tr>
<tr>
<td>Public Administration</td>
<td>74%</td>
<td>4%</td>
<td>22%</td>
</tr>
<tr>
<td>Retail/Wholesale Trade</td>
<td>50%</td>
<td>30%</td>
<td>20%</td>
</tr>
</tbody>
</table>

**Mandatory 100% for those who can work from home**

<table>
<thead>
<tr>
<th>Industry</th>
<th>Currently doing</th>
<th>Considering</th>
<th>Not doing/considering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educational Services</td>
<td>70%</td>
<td>17%</td>
<td>13%</td>
</tr>
<tr>
<td>Finance &amp; Insurance</td>
<td>56%</td>
<td>37%</td>
<td>7%</td>
</tr>
<tr>
<td>Healthcare &amp; Social Assistance</td>
<td>50%</td>
<td>27%</td>
<td>23%</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>49%</td>
<td>21%</td>
<td>30%</td>
</tr>
<tr>
<td>Professional Services</td>
<td>52%</td>
<td>19%</td>
<td>29%</td>
</tr>
<tr>
<td>Public Administration</td>
<td>41%</td>
<td>14%</td>
<td>45%</td>
</tr>
<tr>
<td>Retail/Wholesale Trade</td>
<td>27%</td>
<td>45%</td>
<td>27%</td>
</tr>
</tbody>
</table>
For employees that cannot work from home

- **Flex hours for jobs that require to be at the worksite**
  - Currently doing: 60%
  - Considering: 21%
  - Not doing/considering: 19%

- **Close operations for a period of time with pay**
  - Currently doing: 24%
  - Considering: 20%
  - Not doing/considering: 56%

- **Close operations for a period of time without pay**
  - Currently doing: 5%
  - Considering: 24%
  - Not doing/considering: 71%
Paid time off/sick leave

- **Paid sick leave for those quarantined by or sick with COVID-19**
  - Currently doing: 73%
  - Considering: 21%
  - Not doing/considering: 6%

- **Provide additional time off related to COVID-19**
  - Currently doing: 34%
  - Considering: 29%
  - Not doing/considering: 37%

- **Allow employees to donate into a "time off bank" for other employees**
  - Currently doing: 16%
  - Considering: 14%
  - Not doing/considering: 70%
Paid time off/sick leave (by industry)

<table>
<thead>
<tr>
<th>Industry</th>
<th>Paid sick leave for those quarantined or sick</th>
<th>Provide additional time off</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Currently doing</td>
<td>Considering</td>
</tr>
<tr>
<td>Educational Services</td>
<td>74%</td>
<td>26%</td>
</tr>
<tr>
<td>Finance &amp; Insurance</td>
<td>86%</td>
<td>10%</td>
</tr>
<tr>
<td>Healthcare &amp; Social Assistance</td>
<td>59%</td>
<td>32%</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>71%</td>
<td>22%</td>
</tr>
<tr>
<td>Professional Services</td>
<td>76%</td>
<td>19%</td>
</tr>
<tr>
<td>Public Administration</td>
<td>68%</td>
<td>20%</td>
</tr>
<tr>
<td>Retail/Wholesale Trade</td>
<td>55%</td>
<td>45%</td>
</tr>
</tbody>
</table>
For those who can’t work

REQUIRING USE OF VACATION AND OR SICK TIME BEFORE ADDITIONAL PAID LEAVE

- Currently doing: 38%
- Considering: 21%
- Not doing/considering: 41%
For those who can’t work
REQUIRING USE OF VACATION AND OR SICK TIME BEFORE ADDITIONAL PAID LEAVE

<table>
<thead>
<tr>
<th>Size</th>
<th>Currently doing</th>
<th>Considering</th>
<th>Not doing/considering</th>
</tr>
</thead>
<tbody>
<tr>
<td>10,000+</td>
<td>34%</td>
<td>19%</td>
<td>47%</td>
</tr>
<tr>
<td>5,000 - 9,999</td>
<td>50%</td>
<td>12%</td>
<td>38%</td>
</tr>
<tr>
<td>1,000 - 4,999</td>
<td>41%</td>
<td>19%</td>
<td>40%</td>
</tr>
<tr>
<td>300 - 999</td>
<td>47%</td>
<td>24%</td>
<td>29%</td>
</tr>
<tr>
<td>Less than 300</td>
<td>26%</td>
<td>29%</td>
<td>45%</td>
</tr>
<tr>
<td>employees</td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Industry</th>
<th>Currently doing</th>
<th>Considering</th>
<th>Not doing/considering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educational Services</td>
<td>29%</td>
<td>13%</td>
<td>58%</td>
</tr>
<tr>
<td>Finance &amp; Insurance</td>
<td>31%</td>
<td>24%</td>
<td>45%</td>
</tr>
<tr>
<td>Healthcare &amp; Social</td>
<td>41%</td>
<td>65%</td>
<td>13%</td>
</tr>
<tr>
<td>Assistance</td>
<td>32%</td>
<td>37%</td>
<td>31%</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>48%</td>
<td>16%</td>
<td>36%</td>
</tr>
<tr>
<td>Professional Services</td>
<td>30%</td>
<td>40%</td>
<td>30%</td>
</tr>
<tr>
<td>Public Administration</td>
<td>48%</td>
<td>16%</td>
<td>36%</td>
</tr>
<tr>
<td>Retail/Wholesale Trade</td>
<td>30%</td>
<td>40%</td>
<td>30%</td>
</tr>
</tbody>
</table>
Emotional and caregiving support

- Over half are providing special support for the emotional risks posed by COVID-19
- Accommodation of caregiving responsibilities (e.g., schools and daycare shutting down) is also a key issue employers are considering
- Some are offering extended family leaves on either a paid or unpaid basis

### Provide special support for the emotional risks posed by COVID-19
- Currently doing: 52%
- Considering: 23%
- Not doing/considering: 25%

### Unpaid family leave for caregiver support affected by COVID-19
- Currently doing: 59%
- Considering: 21%
- Not doing/considering: 20%

### Paid family leave for caregiver support affected by COVID-19
- Currently doing: 46%
- Considering: 29%
- Not doing/considering: 25%
Caregiving affected by COVID-19 (by industry)

### Unpaid family leave for caregiver support

- **Educational Services**
  - Currently doing: 56%
  - Considering: 17%
  - Not doing/considering: 28%
- **Finance & Insurance**
  - Currently doing: 43%
  - Considering: 30%
  - Not doing/considering: 26%
- **Healthcare & Social Assistance**
  - Currently doing: 58%
  - Considering: 16%
  - Not doing/considering: 26%
- **Manufacturing**
  - Currently doing: 64%
  - Considering: 21%
  - Not doing/considering: 15%
- **Professional Services**
  - Currently doing: 50%
  - Considering: 31%
  - Not doing/considering: 19%
- **Public Administration**
  - Currently doing: 44%
  - Considering: 28%
  - Not doing/considering: 28%
- **Retail/Wholesale Trade**
  - Currently doing: 80%
  - Considering: 20%
  - Not doing/considering: 0%

### Paid family leave for caregiver support

- **Educational Services**
  - Currently doing: 48%
  - Considering: 38%
  - Not doing/considering: 14%
- **Finance & Insurance**
  - Currently doing: 56%
  - Considering: 37%
  - Not doing/considering: 7%
- **Healthcare & Social Assistance**
  - Currently doing: 59%
  - Considering: 32%
  - Not doing/considering: 9%
- **Manufacturing**
  - Currently doing: 35%
  - Considering: 30%
  - Not doing/considering: 35%
- **Professional Services**
  - Currently doing: 53%
  - Considering: 16%
  - Not doing/considering: 32%
- **Public Administration**
  - Currently doing: 63%
  - Considering: 21%
  - Not doing/considering: 17%
- **Retail/Wholesale Trade**
  - Currently doing: 9%
  - Considering: 64%
  - Not doing/considering: 27%
Examples of approaches related to those with young children

- Encouraging to work from home - with pay
- Providing paid leave/flexible schedules for employees with young children
- Flexible time off (paid if vacation/sick time available or unpaid)
- Relaxing work from home policy while kids are home
- Can work remotely until further notice
- Not making special considerations at this time – but may change depending upon the extent of the closures
- Manager determine process – can allow flexible work schedule and paid time off
Organization has formalized infectious disease response plan

- Currently Have: 63%
- Considering: 29%
- Not Doing/Considering: 8%
Organization has formalized infectious disease response plan

### By size

<table>
<thead>
<tr>
<th>Size</th>
<th>Currently Have</th>
<th>Considering</th>
<th>Not doing/considering</th>
</tr>
</thead>
<tbody>
<tr>
<td>10,000+ employees</td>
<td>74%</td>
<td>21%</td>
<td>5%</td>
</tr>
<tr>
<td>5,000 - 9,999 employees</td>
<td>80%</td>
<td>17%</td>
<td>3%</td>
</tr>
<tr>
<td>1,000 - 4,999 employees</td>
<td>64%</td>
<td>30%</td>
<td>6%</td>
</tr>
<tr>
<td>300 - 999 employees</td>
<td>56%</td>
<td>32%</td>
<td>12%</td>
</tr>
<tr>
<td>Less than 300 employees</td>
<td>46%</td>
<td>38%</td>
<td>15%</td>
</tr>
</tbody>
</table>

### By industry

<table>
<thead>
<tr>
<th>Industry</th>
<th>Currently Have</th>
<th>Considering</th>
<th>Not doing/considering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturing</td>
<td>61%</td>
<td>28%</td>
<td>11%</td>
</tr>
<tr>
<td>Healthcare &amp; Social Assistance</td>
<td>58%</td>
<td>26%</td>
<td>16%</td>
</tr>
<tr>
<td>Professional Services</td>
<td>85%</td>
<td>15%</td>
<td></td>
</tr>
<tr>
<td>Public Administration</td>
<td>67%</td>
<td>30%</td>
<td>4%</td>
</tr>
<tr>
<td>Retail/Wholesale Trade</td>
<td>70%</td>
<td>20%</td>
<td>10%</td>
</tr>
<tr>
<td>Educational Services</td>
<td>44%</td>
<td>44%</td>
<td>11%</td>
</tr>
<tr>
<td>Finance &amp; Insurance</td>
<td>50%</td>
<td>35%</td>
<td>15%</td>
</tr>
</tbody>
</table>

Barring a few industries, a majority of respondents have formalized infectious disease response plans.
How can coalitions best support employer COVID-19 efforts?

- Share best practices to support employees
- Offer information and available resources for employees on telemedicine, changes in Rx policies
- Provide information regarding our insurance and network options
- Keep us informed of changes or suggestions for handling employee matters
- Provide credible information on impact of economic fallout – what it could do to clients, staffing levels and ability to sustain coverage for employees
- Send accurate governmental and other COVID-19 updates
- Offer access to testing and cost info - would like to commit to paying for, but not without information
- Once available - supply lists of locations for free testing
- Provide relevant and reliable information and policy templates
Upcoming Events

**COVID-19 Employer Town Hall – Addressing Mental Health and Wellbeing.**
*Hosted with APA Foundation Center for Workplace Mental Health*

When: April 2, 2020 | 5:00 p.m. ET

**Leadership Summits 2020**

When: June 15 –16

Where: Detroit Renaissance Marriott or virtual

Register today: [https://nationalalliancehealth.swoogo.com/2020leadershipsummits/begin](https://nationalalliancehealth.swoogo.com/2020leadershipsummits/begin)
Open Discussion