

Employee FAQ List
COVID-19
March 20, 2020 3:46pm

1. How do the "Safer At Home" and "Shelter in Place" orders affect AltaMed operations?

The "Safer at Home" and "Shelter in Place" orders do not apply to "essential services," including health care operations and their infrastructure. This means our clinics, PACE centers, pharmacies, and corporate offices may remain open to serve our patients and support our operations. The exemption for health care operations is very broad in order to avoid any impact to the delivery of health care. This means all core departments necessary to support operations and deliver health care, such as Managed Care, EVS, IT, Facilities, Finance, Communications, Human Resources, and others, may remain open. If you have any questions about your department, please contact your supervisor.

2. Do the "Safer At Home" and "Shelter in Place" orders mean I should stay home from work?

No. AltaMed operations will continue, as explained above. Please review the following FAQs, and if you have any additional questions, please contact your supervisor. AltaMed is committed to providing a safe work environment for all employees.

3. During this nationwide emergency, my supervisor may need me to use my personal mobile device. How will AltaMed support me for the use of my personal mobile device?

If you are directed by your supervisor, as approved by the appropriate Line of Business VP, you may seek a monthly reimbursement of up to \$45 for the use of your personal mobile device for phone and email business purposes. Please take the time to review the Personal Cell Phone Usage Allowance temporary policy, located on Town Square (Infection Control > CORONAVIRUS > COVID-19 Employee FAQs). Your leader will notify you if your role requires use of your personal mobile device. More information will be available shortly, including instructions on how to activate email capability.

4. What are the symptoms of COVID-19?

Per the Centers for Disease Control and Prevention (CDC), COVID-19 symptoms appear between 2 and 14 days after being exposed. Symptoms can be mild to severe and include fever, cough, and shortness of breath.

5. If I am displaying symptoms of illness, will I be sent home?

Managers may send an employee home and direct them not to return to work until symptoms are gone and a physician has cleared them (Fitness for Duty form must be completed). AltaMed is committed to providing a safe work environment for all employees.

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6. Am I required to notify someone if I have been in direct contact with someone known to have contracted the virus within the last fourteen (14) calendar days, the “Clearance Period?”

Yes. You should immediately inform your supervisor and the AltaMed Employee Health Department at 323-765-6153. This is integral to prevent the spread of COVID-19 in the workplace. If you have been in direct contact with someone confirmed to have COVID-19, you will be sent home for a period of 14 days (the “Clearance Period”). After the end of the Clearance Period, you will need to submit a completed Fitness for Duty certification to the AltaMed Leaves department at HRLeaveOfAbsence@altamed.org or as otherwise directed by the AltaMed Employee Health Department in order to be cleared to return to work. AltaMed is committed to providing a safe work environment for all employees.

7. What if I am diagnosed with COVID-19?

If you are diagnosed with COVID-19, you must notify your supervisor and the AltaMed Employee Health Department at 323-765-6153. You must not return to an AltaMed facility. You will be entitled to a leave of absence. During the period of time this Policy, *Coronavirus Workforce Management – HR-CON-030* is in effect, AltaMed will waive the 12 months of employment and 1,250 work hour eligibility requirements under FMLA/CFRA for: (a) employees diagnosed with COVID-19, and (b) employees providing care to a qualified family member diagnosed with COVID-19. For more information, contact the HR Leave of Absence team at 323-622-2439 and/or HRLeaveOfAbsence@altamed.org. AltaMed is committed to providing a safe work environment for all employees.

8. What if I am unable to work because I am caring for a sick or quarantined family member?

You may be eligible for a FMLA/CFRA leave. For more information, please contact the HR Leave of Absence team at 323-622-2439 and/or HRLeaveOfAbsence@altamed.org.

9. How do I know if I am at higher risk for getting sick from the COVID-19 virus?

The Center for Disease Control and Prevention lists the following as higher risk:

- Older Adults
- People who have serious chronic medical conditions like: Heart disease, diabetes and lung disease. Please see the link below from CDC:

<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>

10. Are employers required to provide work from home accommodations because individuals are concerned about COVID-19?

No. Only qualified disabled employees have a right to a reasonable accommodation, such as a work from home arrangement, provided there is no undue hardship and that the accommodation does not pose a “direct threat” (defined by the EEOC) to the safety of self or others. That being said, AltaMed is reviewing requests and making decisions based on business needs, and on a case-by-case basis. AltaMed is committed to providing a safe work environment for all employees.

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11. What if I contract COVID-19 in the workplace?

If you contracted COVID-19 at work, you may be eligible for workers compensation benefits. Employees should contact the HR Workers Compensation team at 323-558-7775 and/or WorkersCompensation@altamed.org.

12. If I have traveled to an area on the CDC list for COVID-19, will I be allowed to return to work?

Due to the current national state of emergency, employees are required to remain out for fourteen (14) calendar days ("Clearance Period") if they have traveled to an area on the CDC list for COVID-19. After the end of the Clearance Period, the employee will need to submit a completed fitness for duty certification to the AltaMed Leaves department at HRLeaveOfAbsence@altamed.org or as otherwise directed by the Health Department in order to be cleared to return to work. In addition, they must notify their Supervisor and the AltaMed Employee Health Department at 323-765-6153 as soon as possible. AltaMed is committed to providing a safe work environment for all employees.

13. Can my employer restrict me from traveling to a restricted country or affected area for personal reasons?

No, AltaMed cannot restrict your travel. However, you are required to tell your Supervisor and Employee Health at 323-765-6153 if you travel to an area on the CDC list for COVID-19, and you will not be allowed to return until after the "Clearance Period." After the end of the Clearance Period, you must submit a completed Fitness for Duty certification to the AltaMed Leaves Department at HRLeaveOfAbsence@altamed.org or as otherwise directed by the Health Department in order to be cleared to return to work. AltaMed is committed to providing a safe work environment for all employees.

14. I am having difficulty getting an appointment to have the Fitness for Duty form completed. Are other options available?

Yes, Anthem offers a video chat alternative called Live Health Online, which is available to all employees regardless of whether you are enrolled in an Anthem plan. AltaMed recommends using a telehealth alternative when possible to help prevent the spread of the virus.

15. Is there an option for employees to purchase medication without leaving the house?

Yes, for those who have a Flexible Spending Account, FSASore online (<https://fsastore.com/>) is a great way to purchase items from your phone or computer. Please note that typical over the counter medications will require a valid prescription from a licensed health provider. In addition, Anthem offers home delivery for members to fill up to a 90-day supply of medications (contact information listed below).

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16. Am I required to notify my supervisor if I have been in direct contact with someone who traveled to a location on the CDC list for COVID-19?

Yes, the employee must notify their supervisor and the AltaMed Employee Health Department at 323-765-6153 as soon as possible. AltaMed is committed to providing a safe work environment for all employees.

17. I am 65 or over and am aware of Governor Newsom's recommendation related to individuals in my age group. What do I do?

California Governor Newsom is recommending that those over 65 years of age remain home if possible to limit the spread of COVID-19. Please ask your Supervisor if remote work is an option. If telecommuting is not an option, you may file for a Personal Leave of Absence and apply available PTO.

18. I am out of PTO but am displaying COVID-19 symptoms; what do I do?

You may apply for a Personal Leave of Absence and will be required to provide a Fitness for Duty form prior to returning to the workplace. The form should be submitted to the AltaMed Leaves Team at HRLeavesOfAbsence@altamed.org. If a personal leave is granted, then PTO will be applied.

19. What if I do not have any PTO and cannot work?

If the employee has contracted COVID-19, they may be eligible for a short term disability and FMLA leave of absence. Employees should contact the HR Leave of Absence team at 323-622-2439.

You may also be eligible to file for state unemployment benefits. The one-week waiting period for those unemployed or disabled as a result of COVID-19 has been waived in California.

The Employment Development Department (contact information listed below) makes all decisions with regard to unemployment claims.

20. If I am impacted by COVID-19 and have a future pre-planned vacation, will I be granted the right to take the vacation even though I will be out of PTO at that time?

Please reach out to your Supervisor. These situations will be handled on a case-by-case basis.

21. Does the Coronavirus Workforce Management (HR-CONE-030) policy apply to contractors, interns and temporary staff?

Yes. AltaMed has notified its temporary labor vendors of this temporary policy and will require adherence thereto by the employees of the vendor providing services to AltaMed, as applicable.

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22. Can a non-exempt employee work from home if they are on a 14-day quarantine?

If there is a business need as determined by the business leader and you notify us that you are able to work, you may be allowed to work remotely during that time. Please ask your Supervisor about any opportunities to work remotely.

23. What if there is not enough work for me to do?

Supervisors will endeavor to identify other tasks for employees to perform if their workload has decreased due to COVID-19. In the event your workload has decreased, please ask your Supervisor about any opportunities to perform other tasks.

24. What if a school closure or similar event occurs that impacts my immediate family and I cannot work?

If you cannot come to work and you cannot work remotely (See FAQ #28 regarding remote work), you can apply for a Personal Leave of Absence. You should contact the AltaMed Leaves Team at HRLeavesOfAbsence@altamed.org. If a personal leave is granted, then PTO will be applied.

25. Will schools be providing meals for students who are enrolled in the school breakfast and lunch program?

Schools may provide arrangements for students and/or parents to pick up meals. Please go to the website for your school district to get the latest information.

26. Will the AltaMed Wellness Center remain open?

The Wellness Center will be closed until further notice. Dues will not be charged during the shutdown period.

27. Will the AltaMed Kitchen remain open?

The AltaMed Kitchen will be serving prepackaged grab and go items only during normal operational hours.

28. What do I do if my department's workload has increased or decreased as a result of COVID-19?

During this evolving COVID-19 outbreak, AltaMed is committed to providing a safe work environment for employees, and quality care to our customers. Per temporary policy, *Coronavirus Workforce Management – HR-CON-030*, on a case-by-case basis, supervisors and HR may consider any of the following with regard to any affected employee:

- a. AltaMed may temporarily assign employees to perform different tasks.
- b. AltaMed may temporarily assign employees to work at different departments and/or worksites.
- c. AltaMed may temporarily assign employees to work from remote locations.
- d. AltaMed may temporarily assign employees to work alternative schedules.

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29. Will I get paid if my regular workload has decreased and I am willing and able to work?

AltaMed will create a centralized internal pool of employees willing and able to perform other work. We will send you details of the available work pool program shortly.

A redeployed assignment may involve the performance of the same or different tasks, or be located at the same or different work location, including remote work. If you are placed in the internal pool of employees, you will be paid at your regular rate of pay for all hours worked and all hours available to work.

If you decline a redeployed assignment, you will not be paid, although you may apply for an unpaid personal business leave of absence and use accrued PTO. You should contact the HR Leaves of Absence department in connection with a leave of absence. You may also be eligible for state unemployment benefits. The California Employment Development Department, EDD (contact information listed below) makes all decisions with regard to eligibility for unemployment benefits. We will keep you informed of new resources made available by government agencies.

30. Do I get travel time if I am redeployed to a new location temporarily?

Yes, you may receive travel time pay in accordance with AltaMed's Travel Time Pay Policy, HR-MS-004.

31. What can Human Resources share about the recently established Emergency Family First Response Act that was signed into law by the President on March 19?

The Emergency Family and Medical Leave Expansion Act (EFMLEA) and Emergency Paid Sick Leave Act (EPSLA) apply only to employers with fewer than 500 employees. These laws do not apply to AltaMed. AltaMed employees should refer to AltaMed's policies regarding leaves of absence, located on Town Square.

32. Are there resources available to employees with concerns about COVID-19?

Our Life Assistance Program is available 24/7 and can offer telephone counseling support by calling 800-538-3543. Please also see the Life Assistance Program flyer located on Town Square, under the Benefits section. The World Health Organization is also advising people to do the following to help stop the spread of COVID-19:

1. Wash your hands often
2. Cough into your elbow
3. Avoid touching your face
4. Stay more than 6 feet apart
5. If you feel sick, stay home

33. If I have questions that are not covered in our policies or these FAQs, who should I reach out to?

For all other inquiries, please reach out to your supervisor, other line of business leader, or designated HR Business Partner.

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AltaMed Employee Resources

- **Your Supervisor**

- **Other Line of Business Leader**

- **HR Leave of Absence:**
HRLeaveOfAbsence@altamed.org or and (323)622-2439

- **Anthem Pharmacy:**
<https://www.anthem.com/provider/pharmacy/>

- **Workers Compensation:**
WorkersCompensation@altamed.org and/or (323) 558-7775

- **Cigna – Life Assistance Program:**
www.cignalap.com and/or (800) 538-3543

- **FSA Store:**
www.fsastore.com

- **Live Health Online**
www.livehealthonline.org and/or (844)784-8409

Live Health Online Visit Site - www.startlivehealthonline.com

- **Center for Disease Control and Prevention:**
www.cdc.gov/coronavirus/2019-ncov/index.html

- **California Department of Public Health:**
<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>

- **Employment Development Department:**
<https://www.edd.ca.gov/claims.htm>
https://www.edd.ca.gov/about_edd/coronavirus-2019.htm

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- Med Mgmt.
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- Office of CMO
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- Behavioral Health
- AltaMed Institute
- Hospitalist
- Quality & Population Health
- Medical Group (PACE and Health Services Providers)
- Dental (Providers)
- Corporate Medical Directors
- OpEx

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- Finance
- Development
- AltaMed Management Service Organization
- AltaMed Health Network
- Communication & Branding
- Government Relations
- OSEA & Patient Experience
- Marketing
- Medical Management
- Legal & Compliance