



As concerns surrounding the Novel Coronavirus (COVID-19) continue, information is the most important asset we can deploy in helping our employees and their families take steps to protect themselves and seek care if appropriate. For the most updated information about COVID-19, visit the CDC's [Share the Facts](#) page.

IPG has made the decision to **waive costs related to diagnostic testing for COVID-19** provided at CDC-approved locations for employees and their dependents who are enrolled in the UnitedHealthcare medical plans. Similarly, employees enrolled in the Kaiser medical plan will not be charged for diagnostic testing for COVID-19.

The following resources are also available to support employees (please see attachments):

Employee Assistance Program (EAP)

We would like to remind you about **CCA@YourService, our Employee Assistance Program**, which is available to all employees. Counselors are available to help you and your family members with emotional and practical support 24/7.

Call 800 - 833 - 8707 to reach counselors 24/7 – to get help, support, resources and information for you or a family member. Counselors are standing by ready to assist.

Visit the Member website - www.myccaonline.com (Company Code: IPGUS) and see the “News For You” section which contains the most up-to-date details and guidance around coping with a pandemic. It includes information from the CDC, the World Health Organization as well as links to other trusted resources and news outlets.

TALKSPACE

A new service for UnitedHealthcare members, Talkspace* lets you regularly communicate through text or live video with a licensed therapist online or via the Talkspace app. It's private, confidential and covered under your behavioral health benefit. You can use your FSA or your HSA to cover the cost of the copay or the cost of the visit up to your deductible. See your official health plan documents for more information. To get started, visit talkspace.com/connect. On your first visit, you'll go through a simple registration process. Once you've chosen a therapist, you can start therapy within hours.

* Copay or deductible/coinsurance may apply and will be charged weekly via credit card. You may use Talkspace as often as desired per week once copayment or deductible/coinsurance for that week has been paid.

TELADOC

You can connect with a doctor online for your physical health needs with Teladoc. It's a convenient way to get care when your doctor isn't available, when you're traveling or when you need care after hours for issues like allergies, migraines, rashes, pink eye or sinus problems. Most visits take just 10–15 minutes. If you're enrolled in the PPO plan, you'll pay a \$15 copay per visit. If you're enrolled in the Consumer Driven Health Plan, the average cost is approximately \$45 and you can use your HSA to pay. To get started, visit teladoc.com or call 1-800-TELADOC (835-2362).

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@YourService



Because life doesn't clock out, neither do we.

As IPG's Employee Assistance Program (EAP), CCA@YourService provides free, 24/7 professional consultation, referrals, and counseling for any issue that matters to you and your family.

FAMILY AND CAREGIVING

child care | elder care | adoption | education
special needs | new parent resources | life stages

EVERYDAY LIVING

household needs | pet care | travel and leisure
volunteer opportunities | community resources

LEGAL AND FINANCIAL

wills | estates | neighbor disputes | budgeting | loans
mortgages | retirement planning | credit | ID theft

PERSONAL HEALTH

healthy habits | exercise | nutrition | managing illness
chronic conditions | quitting smoking

EMOTIONAL HEALTH

relationships | life transitions | grief and loss
anxiety and depression | substance abuse

CAREER

interpersonal skills | teamwork | training and education
work-life balance | stress | time management

All this and more is always @YourService.

TOLL-FREE:
800-833-8707

WEBSITE:
www.myccaonline.com

COMPANY CODE:
IPGUS

WEBSITE FEATURES AND BENEFITS

In addition to professional live support, the work-life website also provides:

- LiveConnect, which lets you instant message a consultant
- Exclusive discounts on retail brands, restaurants, tickets, and more when you shop at the Savings Center
- Financial and daily living calculators for a variety of practical applications





Something on your mind?

Message a dedicated therapist anytime, anywhere.

Talkspace online therapy is now a part of the UnitedHealthcare network and covered as a part of your health benefits. With Talkspace, you can regularly communicate with a licensed therapist via text or live video, safely and securely from your phone or desktop. No office visit required.

Here's how Talkspace can fit your life:

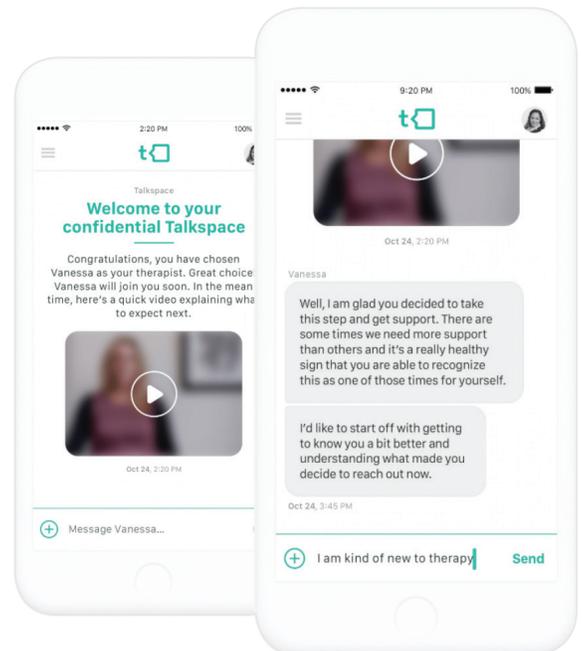
- With Talkspace, you can message a licensed therapist, 24/7.
- Start therapy within hours of choosing your therapist.
- Therapists respond 5 days a week.
- Schedule live video sessions, when needed.
- Download the Talkspace app on your mobile phone or desktop computer.

Talkspace is *your* space, to use in your time. It's private, confidential* and convenient. And since it's covered by your health plan, you can use your FSA or your HSA to cover the cost of the copay or the cost of the visit up to your deductible. See your official health plan documents for more information.

Talkspace is convenient, safe and secure.

To access care you must first register and choose a provider at talkspace.com/connect. Then message anytime or anywhere for care.

talkspace



iOS® / Android® / Desktop
Text / Voice / Video / Photo



*Confidential in accordance with the law.

UnitedHealthcare and its affiliates do not recommend or endorse any treatment, medication, suggested approach, specific or otherwise. The information provided herein is for educational purposes only. For advice about specific treatments or medications, please consult your physician and/or mental health care provider. Certain conditions and restrictions may apply. Also, certain treatments may not be covered in some benefit plans. Check your health plan regarding your coverage of services. **If you are experiencing thoughts of suicide or if this is urgent and an emergency, call 911 or 1-800-suicide (784-2433) or 1-800-273-TALK (8255).**

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You've got Teladoc.
24/7 access to doctors
by phone or video



You already have Teladoc as part of your benefits. Our U.S. board-certified doctors can diagnose, treat, and even prescribe medicine, if needed, for a wide range of medical needs, including the flu, allergies, rash, upset stomach and much more.

Set up your account, it's easy!

1



Create account

Use your phone, the app, or our website to create an account and quickly complete your medical history.

2



Request a visit

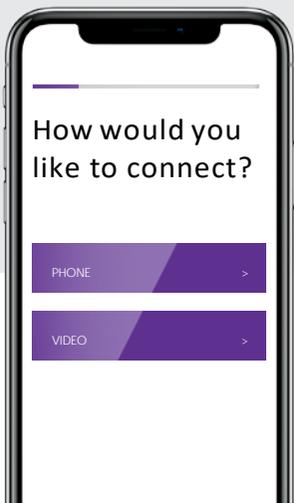
Use your device to request a visit and a Teladoc doctor will contact you at the requested time.

3



Feel better

Your doctor will diagnose your symptoms and even prescribe medicine, if needed.



Download the app and talk to a doctor for \$15

Teladoc.com 1-800-TELADOC (835-2362)



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Coronaviruses are a family of viruses that can cause illness in animals and people. Those infecting animals may evolve into newer, disease-causing human coronaviruses. Two more recent and past Coronaviruses are severe acute respiratory syndrome (SARS) and Middle East respiratory syndrome (MERS).

Coronavirus 2019 (COVID-19): What you need to know.

How does the COVID-19 spread?

COVID-19 is believed to be linked to an animal reservoir as the original source of the virus. Since then, there has been some person-to-person transmission in China and limited confirmed cases outside of China.

This is an emerging virus, so there are still many unknowns. At this time, it is unclear how easily or effectively the COVID-19 virus is spreading between people. As with all respiratory viruses, it is advisable to limit close contact (within six feet) with an infected person. It also appears that COVID-19 may spread when an infected person coughs or sneezes, or by touching an infected surface or object and then touching your own mouth, nose or eyes.

What are the symptoms of the COVID-19?

Symptoms are similar to a respiratory infection and may include:

- Fever
- Cough
- Shortness of breath

Some people—usually the elderly, the young or the immunocompromised (those with an inadequate immune system or existing chronic conditions)—may experience more severe symptoms, such as pneumonia, severe acute respiratory syndrome, kidney failure or even death.

Both the CDC and the WHO believe that the risk of contracting the virus is relatively low.

UnitedHealth Group is actively monitoring these sites and other public health resources to ensure we respond appropriately to the needs of our employees, customers and members.

What if I think I was exposed to the COVID-19?

If you believe you may have been exposed to COVID-19, it is recommended you avoid public places, including public transportation. Call your primary care provider (or local public health agency) immediately to ask for guidance.

Is there a treatment for COVID-19?

At present, there is no specific treatment or vaccine for COVID-19 and diagnostic testing for the virus is currently being conducted only at the Centers for Disease Control and Prevention (CDC) labs. Please speak to your provider about whether or not you need testing. Supportive care for affected individuals may include hydration, supplemental oxygen or mechanical ventilation for severe illness.

Will this be covered under my health benefit plan?

If you believe you may have been exposed to COVID-19, please contact your primary care provider immediately for guidance.

Diagnostic testing and supportive care will be covered under your health plan benefits.

How can I protect myself from COVID-19?

Until there are more answers, you are advised to follow good prevention practices, including:

- Washing your hands frequently with soap and water for 20 seconds or using alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Clean and disinfect frequently touched surfaces, like your phone or computer.
- Cover your nose and mouth with a tissue when you cough or sneeze then throw the tissue in the trash.

Will wearing a mask prevent me from getting the COVID-19?

No, surgical masks do not protect people from COVID-19, as it's the type of virus that can enter through the mask or along the edges where there are gaps. Surgical masks are most effective at controlling the spread of the virus from a source or infected person. Surgical masks should not be used by healthy people for "protection" from coronavirus—it will **not** provide protection and will deplete the limited stock needed for use by sick individuals.

Is there guidance related to international travel?

At present, the US Centers for Disease Control and Prevention recommends that travelers avoid all nonessential travel to China.

Additional restrictions and cancellations of events may occur.

This situation is evolving, so please visit the [CDC Information for Travelers](#) for the latest guidance.

The Federal Government has imposed additional restrictions on individuals traveling to or returning from China. Those individuals will be required to follow all U.S. Health and Human Services and U.S. State Department requirements, including required quarantine or health check regimens prescribed by federal and/or state public health agencies upon re-entry to the United States. Please go to the [CDC Travel Guidance site](#) to understand more about these additional requirements for COVID-19.

Where can I find more information about COVID-19?

For updated information, guidance and travel alerts about the COVID-19, visit the [CDC's 2019-nCoV homepage](#) and the [World Health Organization](#) (WHO).

Both the CDC and the WHO believe that the risk of contracting the virus is relatively low.



For additional information, visit [cdc.gov/coronavirus/2019-ncov/index](https://www.cdc.gov/coronavirus/2019-ncov/index) or [who.int](https://www.who.int).