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## Div. of Personnel Group Health Insurance Division Launches Virtual Open Enrollment Forum August 17

Health / **Published On August 15, 2020 04:16 AM /**

Shenneth Canegata **August 15, 2020**

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ST. CROIX — The Division of Personnel (D.O.P.) Group Health Insurance will be conducting a virtual insurance benefit forum for its employees this year, as Covid-19 has disrupted regular plans. Online enrollment begins on August 17 and ends on September 11. The department utilizes the Bentek online enrollment system which can be accessed on Bentek's website -

[www.mybentek.com/gvi](http://www.mybentek.com/gvi)

[The Group Health Insurance](#) unit manages and maintains medical, dental, life insurance and supplemental benefits for employees and retirees of the government. As a component of Health Insurance, the unit also manages a wellness program for the Government of the Virgin Islands.

Virtual presentations explaining benefit plans will be available to government employees. The following vendors will assist in presenting their benefits and will conduct a question and answer segment:

- Cigna
- Bentek
- The Standard
- UHC
- Gehring Group
- Group Health Insurance

When the virtual enrollment period ends on September 11, 2020, employees must have a qualifying event, i.e. marriage or the birth of a child, in order to make changes to their health insurance benefits. There is a 30-day window after the qualifying event to submit changes.

CIGNA active members and retirees should call the Group Health Insurance Division at the Division of Personnel and update their contact information to ensure receipt of the new identification cards that will be issued.

- St. Thomas (340) 774- 8588
- St. Croix (340) 718-8588

The government will continue to use Bentek as the online enrollment system. Open enrollment is the time to make changes to benefits, add or drop dependents, and update life insurance beneficiaries. Bentek officials will be available during the virtual benefit forums to assist attendees with questions. Any changes made will be effective October 1, 2020.

### **Forum Schedule**

The enrollment presentation will be available on Microsoft Teams. Employees who do not have computer access has the option of calling in and listening to the presentation. The forum will also air on WTJX and recorded and uploaded to the government access channel.

### **Human Resources Officers**

Monday, August 17 - 10:00am – 12:00pm

- To join via the web, click link: [Join Teams Meeting](#)
- To join by phone, dial Call In number and enter Conference ID: Call In Number: +1 850-583-5114 - Conference ID: 890 334 220#

### **Active Employees on Government Insurance Plan**

Tuesday, August 18 - 10:00am – 12:00pm

- To join via the web, click link: [Join Teams Meeting](#)
- To join by phone, dial Call In number and enter Conference ID: Call In Number: +1 850-583-5114 - Conference ID: 108 180 707#

### **Active Employees on Government Insurance Plan**

Thursday, August 20 - 10:00am – 12:00pm

- To join via the web, click link: Join [Teams Meeting](#)
- To join by phone, dial Call In number and enter Conference ID: Call In Number: +1 850-583-5114 - Conference ID: 285 793 805#

### **National Wellness Month**

August is national wellness month. The August wellness calendar features a different topic each day of the month to encourage employees to remain engaged in a health or wellness activity while practicing social distancing.

Because of COVID-19 wellness initiatives are being done virtually. African virtual dance sessions performed in June are still available on [www.dopvi.org](http://www.dopvi.org) under the health insurance tab for viewing.

### **Fit4Life Zoom fitness class schedule**

The University of the Virgin Island is hosting Fit4Life Zoom fitness classes, sponsored by the GESB Health Insurance Board, each day of the week. Zoom Meeting ID 5562369518 .

#### **Monday**

9am strength training for seniors  
6pm Zumba fitness

#### **Tuesday**

9am Functional fitness  
6pm Bootcamp 360

#### **Wednesday**

9am Zumba Gold for seniors  
6pm Sokh Caribbean dance

#### **Thursday**

9am functional fitness  
6pm Bootcamp 360

#### **Friday**

9am strength training for seniors

#### **Saturday**

9am Yoga

### **Retiree Sessions**

The Division of Personnel said the Government of the Virgin Islands provides superior health benefits to its retirees. Retirees under 65 years of age are covered by CIGNA Healthcare and retirees over 65 years of age are covered by United Healthcare.

The retiree health benefit plan changes on January 1, 2021. D.O.P. said it is committed to providing different mediums for dispensing this information so that retirees are adequately informed of the significant change to their plan. The medical supplement plan will convert to a Medicare advantage plan; the premium plan for all members in the Virgin Islands.

Retirees over 65 will be issued new ID cards

### **Forum Schedule**

Tuesday, August 18, 2020 : 2:00 to 4:00 pm

Call in to join by phone  
(850) 583-5114 - Conference ID: 916 638 607#

There will be a question and answer segment following.

### **COVID Insurance Coverage**

Cigna provides 100 percent insurance coverage for COVID testing. Members who are experiencing symptoms and are concerned about having contracted COVID should obtain a referral from their personal physician to utilize the full coverage available.

D.O.P. enhanced benefits provide access to mental health professional coverage for employees who are experiencing difficulty because of the pandemic. Employees are entitled to five to ten free face-to-face visits through September 2020.

### **Employee Assistance Program (EAP)**

Provides access to licensed mental health professionals through a program protected by state and federal laws

- Available 24 hours a day/7 days a week
- Confidential
- Increased number of free face-to-face visits from 5 to 10 through Sept. 30, 2020

Cigna | (888) 371-1125 | [www.mycigna.com](http://www.mycigna.com) | Employer ID: usvigovernment

It is standard for policyholders to complete a health risk assessment. While the requirements were waived this year, D.O.P. said it is still encouraging members to complete them.

According to D.O.P., MotiveMe is a Cigna online incentive management platform offered to active primary plan members by the GESC Health Insurance Board. It gives primary active employees on the plan to earn a gift card for their participation, awareness of their health and positive health choices.

### **Essential Resources in Challenging Times**

Taking care of yourself, family and friends during the outbreak of COVID-19 is challenging and many of us may be experiencing:

- Stress and Anxiety
- Grief
- Loneliness/Isolation
- Relationship Issues
- Depression
- Financial Concerns

### **National Domestic Violence Hotline**

(800) 799-7233

Provides immediate support to empower victims *Domestic Violence Hotline*

### **Victim Connect Resource Center**

(855) 484-2846

National Hotlines for Domestic Violence *Victim Connect Resource*

**American Foundation For Suicide Prevention**

Protecting Your Mental Health during COVID-19 *American Foundation for Suicide Prevention*

**National Suicide Prevention Hotline**

(800) 273-8255

**National Crisis Text Line:** Text HOME to 741741

**CIGNA Veteran's Hotline**

(855) 244-6211

**Free Resources**

Employee Assistance Program (EAP)

Provides access to licensed mental health professionals through a program protected by state and federal laws

- Available 24 hours a day/7 days a week
- Confidential
- Increased number of free face-to-face visits from 5 to 10 through Sept. 30, 2020

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**CIGNA One Guide Customer Service**

Understand your plan and learn how your coverage works ,, Get care and find an in-network provider

Cigna | (800) 433-1230 | [www.mycigna.com/mycignaApp](http://www.mycigna.com/mycignaApp)

**CIGNA Onsite Representatives**

St. Thomas | Jennifer Gumbs-Chinnery | (340) 714-7386 | Monday - Friday 8am-5pm (closed for lunch 1pm-2pm) or [Jennifer.Gumbs-Chinnery@Cigna.com](mailto:Jennifer.Gumbs-Chinnery@Cigna.com)

St. Croix | Shinika Miller | (340) 719-8081 | Monday - Friday 8am-5pm (closed for lunch 1pm-2pm) or [Shinika.Miller@cigna.com](mailto:Shinika.Miller@cigna.com)

**VI Department Of Health**

St. Thomas/St. John | (340) 776-1519 | St. Croix | (340) 712-6299 | <https://doh.vi.gov>

**CDC Centers For Disease Control And Prevention**

Coping with Stress and COVID-19 | *CDC Website Stress and Coping*

**American Psychological Association (APA)**

Coping with Grief and COVID-19 | *APA Coping with Grief during COVID-19*

**Substance Abuse And Mental Health Services Administration (SAMHSA) – (800) 662-4357**

A treatment referral and information service for individuals and families facing mental and/or substance use disorders | *SAMHSA Helpline*

NOTE: I know this is a question you asked specifically. Not sure if you wanted it included. It is kind of just hanging out there.

The total members on the re are 13,843 employees participating in the government insurance plan, including retirees and another 10,170 pending for a total of 24,012 members on the plan.

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