



Below you will find some reminders and contact information meant for easy reference for employees who may need to seek medical advice and/or treatment or may be unable to work due to illness.

Priority Health-Virtual Visits

We encourage you to utilize virtual visits whenever possible during this time for non-emergent medical advice or treatment. Priority Health is offering virtual visits and behavioral health virtual therapy visits at no cost to participants enrolled in our medical plan through December 31, 2020 if it is related to COVID-19.

Virtual Visits through Priority Health are done through Spectrum Health Now. Connect with Spectrum Health Now one of three ways:

- Download the Spectrum Health Now App. Log in with your priority Health member account log in.
- Log into your member account at *priorityhealth.com*, click “my health care”, click “get started with Spectrum Health Now”.
- Call Spectrum Health Now at 844-322-7374
 - Click or ask to schedule your appointment.
 - You will be asked a few health questions, including your current symptoms.
 - You will be connected to a care provider.

Absence Reporting and Leave Requests

- Report any missed time from work due to illness to the Morningstar Health (MSH) absence reporting system per the current absence reporting policy.
 - Phone: 877-315-5651
 - Mobile: <https://mshonline.net>

If you want to request leave under the Families First Coronavirus Response Act (FFCRA), you must choose the reason of “Related to COVID-19” when reporting your absence to MSH. When choosing this reason, the required leave paperwork will be sent to you for completion. If you are not requesting leave but are unable to work due to illness, the reason of “Illness, Injury or FMLA” should be chosen so that a leave certification and paperwork are not created & sent.

If you are absent for 3 or more consecutive workdays, you must provide a release from a health care provider before you can return to work. A paper copy can be provided prior to your return or an electronic version can be forwarded to Human Resources.

- If you would like to utilize your available paid time off (PTO) and are not requesting leave under FFCRA, you must submit your request for paid time off in ADP Workforce Now. This is separate from reporting your absence in MSH.