Community Resources

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Questions or Suggestions

wellbeing@cornell.edu

More Information

- University's Operating Status
- University Coronavirus Updates

Preparedness


Physical, Emotional, and Mental Wellbeing

Cornell Resources

- [ENI Confidential Counseling Services](https://www.eni.cornell.edu/services/counseling) – 1-800-327-2255 – provides services at no cost for up to three visits to benefits.
eligible employees and family members. Available 24/7, licensed mental health professionals provide phone or in-person counseling for a variety of stressors and needs.

- **Faculty and Staff Assistance Program** – fsap@cornell.edu, 607-255-2673 - benefits eligible employees, retirees, and spouses/partners may contact the FSAP by phone to obtain free support. If the volume of calls exceeds the FSAP’s ability to respond in a timely fashion, please consider contacting ENI (above). FSAP is now offering virtual sessions for employees.

- **Coping with the COVID-19 Pandemic** – guidance from the Faculty and Staff Assistance Program
- **Cornell Wellness** – remote access to programs and services available, including new offerings for fitness, meditation, and more – wellness@cornell.edu, wellness.cornell.edu
- **Office of the University Ombudsman** - The Office of the University Ombudsman offers a safe place where community members may discuss problems or issues within the University. Remote appointments available.
- **Managing Compassion Fatigue & Burnout** (1 hr 10 min) – presented by Makenzie Peterson, CVM Wellbeing Director

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**Health Plan Coverage Options**

[accordion]

**Endowed Health Plans**

Aetna began coverage for telemedicine, including tele-therapy in 2020. Office visit co-payments are waived for telemedicine and tele-therapy received in-network for any reason until June 4, 2020. (If you receive care out of network, normal plan provisions apply).

- **For existing relationships**, contact your current medical or mental health provider to see if telephonic or tele-video services would be an option for you.
- **For new and/or non-existing mental or behavioral provider relationship**, call the Aetna dedicated behavioral health line at 800-424-4047 (TTY: 711) for help finding providers, confirming availability, confirming in-person or tele-therapy services, etc.
- **For Teladoc Behavioral Health (nation-wide)**, you must first register at Teladoc.com/aetna-therapy, then call 855-835-2362 to schedule a video consultation with a psychiatrist, psychologist, or licensed counselor. These providers may not be local providers, but may be for short- or long-term counseling. Must be age 18+.

**Endowed Prescription Coverage**

OptumRx is closely monitoring CDC guidance, as well as Federal, State and Local government requirements. Currently, OptumRx will allow members to refill their maintenance medications early to ensure they have an uninterrupted supply of medication during the COVID-19 outbreak. This means that patients will be able to request a refill of their medication (30 days at retail network pharmacies or 90-day home delivery) even if they have not used 75% of the prior fill. Further, OptumRx is extending most existing Prior Authorizations (PA) that are set to expire on or before May 1, 2020 for an additional 90 days.

Please note, early refill or PAs may not be available for all therapeutic medications and/or controlled substances. Overrides do not apply to those new to therapy.

OptumRx Specialty Pharmacy will offer patients a one-time, 90-day supply of key chronic specialty medications versus the traditional 30 day supply. This policy will not auto-dispense medications in supplies greater than 30 days without direct consent of the patient.

**Contract College Health Plans**

**EMPIRE PLAN**

Based on the Senate passing the "Families First Coronavirus Response Act" to respond to the COVID-19 outbreak, Empire will waive co-pays for in-network provider office visit, ER/urgent care centers and Telehealth services if the care is related to COVID-19. The normal in-network or out-of-network reimbursement would apply, i.e. normal deductible, co-pays, co-insurance and reasonable and customary allowances (if out-of-network) if not related to COVID-19. Empire does not maintain a list of providers who have agreed to telehealth, but speak to your provider to see if they offer telehealth services .To register, login at www.empireblue.com/nys.
HMO-BLUE CNY

Based on the Senate passing the “Families First Coronavirus Response Act” to respond to the COVID-19 outbreak, HMO-Blue CNY will waive co-pays for in-network provider office visit, ER/urgent care centers and when utilizing MD Live, our Telemedicine Partner, if the care is related to COVID-19. HMO members will pay a $10 copay when utilizing MD Live, if not related to COVID-19. Instructions on how to register for MD Live and schedule a visit can be found at https://www.excellusbcbs.com/find-a-doctor/telemedicine.

MVP

Based on the Senate passing the “Families First Coronavirus Response Act” to respond to the COVID-19 outbreak, MVP will waive co-pays for in-network provider office visit, ER/urgent care centers and when utilizing myVisitNow, our Telemedicine Partner, if the care is related to COVID-19. Members will pay a $25 copay for the visit when utilizing myVisitNow, if not related to COVID-19. To register, log in at https://myvisitnow.com/landing.htm, and choose My Account.

Contract College Prescription Coverage

EMPIRE PLAN

Empire Plan has implemented early refill overrides and/or extended-day supply requirements on 30-day prescription maintenance medications consistent with the CDC recommendation to have a 1-month supply of medication on hand. Member cost sharing will apply as normal.

HMO-BLUE CNY

(Same as Empire Plan)

MVP

Members will be able to obtain an early refill on a 30-day supply of maintenance medications at an in-network pharmacy, regardless of whether the state the member resides in has called a state of emergency. Members should speak with their pharmacist to enter the applicable emergency supply override code into their dispensing systems to trigger the early refill override. Members with a mail-order benefit taking maintenance medications are encouraged to take advantage of receiving a 90-day supply of medication through the CVS Caremark Mail Order pharmacy mailed directly to their home.

Community Resources

2-1-1 Tompkins/Cortland is now reachable by text. Information and referral services now just a text message away! Just text your Zip Code to TXT211 or 898211. Texting is available Monday – Friday from 9 AM to 4 PM.

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- **Cornell Cooperative Extension** - online workshops, local food information and family resources.
- **COVID - Tompkins Immediate Needs Facebook Group**
- **Advocacy Center of Tompkins County** – support for victims of domestic and intimate partner violence
- **Yoga Farm** - teaching yoga, meditation, and mindfulness online, as well as daily uplifting interviews and messages.
  Daily free offerings on [Facebook](https://www.facebook.com).
- **The World According to Sound** – take a break from virtual meetings and listen to 90 seconds of unique sounds created by Cornell Alumni
- **Suicide Prevention & Crisis Services of Ithaca** – call 607-272-1616 or 800-273-8255
- **National Suicide Prevention Lifeline** – 1-800-273-TALK

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### Caregiving

Guidance from the Centers for Disease Control (CDC) pertaining to caregiving.

- Pregnancy & Coronavirus
- Breastfeeding & Coronavirus
- Handwashing: A Family Activity
- Older Adults & Coronavirus
- Preventing the Spread of Coronavirus in Homes and Communities

### Cornell Resources

- **Care@Work by Care.com** – Cornell provides benefits-eligible employees and retirees with a free membership to Care@Work to help you locate babysitters, pet sitters/walkers, elder/adult care providers, and individuals to run errands. You may post a job or search the directory for a care provider. Providers are not endorsed by Cornell.
- Cornell Work/Life Consultant – may advise you on work/life issues, especially related to caregiving. Phone, virtual, or email consultations available worklife@cornell.edu or 607-255-1917.
- Cornell Parenting e-Lists & Newsletter – connect with other Cornell parents with child care needs and family concerns.

### Community Resources

- **Child Development Council of Tompkins & Cortland County** *(other Counties)* – The Child Development Council’s Warm Line is a free, confidential and anonymous telephone guidance service for parents and childcare providers. Ithaca – 607-273-0259, Cortland – 607-753-0106
- **Tompkins Families Facebook Group** – participate in daily virtual activities and info on community resources
- **IthacaMama Facebook Group** – engage with local families on child care and parenting
- **Community Babysitters** (see “Childcare Offerings” tab) – a local listing of individuals interested in providing babysitting services.
- **Household Child Safety Products** – from the Healthy Neighborhood Program
- **Educational Resources** – offered by education companies for parents and teachers
- **Tompkins County Office for the Aging** *(other Counties)* – 607-274-5482 - assists older persons and adults with long-term care needs.
- **Talking to Children about Coronavirus** *(Bright Horizons)*
- **Child Care for Essential Health Care and Emergency Personnel** *(article)*
- **Resources for Supporting Children’s Emotional Wellbeing during the COVID-19 Pandemic**

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### Food & Deliveries

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Community Services

- FoodNet Meals on Wheels of Tompkins County – 607-266-9553, info@foodnet.org - various programs available to bring meals to seniors and/or individuals under the age of 60 who are ill and/or homebound. Fees vary. Find other Meals on Wheels services by searching NYConnects.ny.gov.
- Search 211 Tompkins Cortland for information about area food pantries.

Restaurants offering curbside pickup/takeout/delivery

Directory of Tompkins County Restaurants

Delivery Services

The costs and delivery fees of the services provided below vary. Visit the website and search by area code to determine what delivery options/locations are available to you. Disruptions to services may occur if staffing is limited – please contact the service provider directly about availability.

Note: Cornell does not endorse, subsidize, or have a relationship with any of the following businesses and provides this list to raise your awareness of options.

Grocery Delivery

Fees, minimum order, delivery perimeter, and grocer supply vary

- RosieApp – participating stores include P&C Ithaca, Trumansburg ShurSave, and more.
- Instacart – Wegmans Ithaca, Tops Ithaca, and more.
- Walmart - Ithaca
- Shipt – participating stores include Target Ithaca and CVS Ithaca

The above stores participate in grocery pick-up, as well as Walmart Cortland and others.

Meal Delivery

Fees, minimum order, and delivery perimeter vary

- Rose's Home Dish
- PowerfullIthaca
- IthacaToGo
- Luna Meal Prep - use code EMAIL for 15% off your first order
- Wegmans Meal Delivery
- GrubHub
- Doordash
- Schwans
- Headwater Food Hub

There are many meal kit delivery providers that can be found by searching “meal kit delivery.” Examples include HelloFresh and HomeChef. Most of these providers require a one-week pre-order and the meals require cooking.

Prescription Delivery
Fees and delivery perimeter vary

- Kinney Drugs
- CVS Pharmacy
- Walgreens
- Wegmans

Delivery fees are not covered by Cornell or Contract College Health Insurance Plans or eligible expenses for Flexible Spending Accounts. Cornell Endowed Health Plans (OptumRX) and Contract College Plans offer home delivery of long-term maintenance medications. However, 5-14 days must be allowed between the physician sending a new prescription to a doctor and the receipt of the medication.

Farms/Farm Stands/Deliveries

For those who wish to support local farmers and/or avoid large markets or grocery stores during the Covid-19 crisis, more than 400 farms and producers in Tompkins, Tioga, Schuyler, Chemung and Cortland Counties are listed at https://buylocalfoodny.org/.

For those who wish to buy local meat in bulk for the freezer, there’s a sister website, https://www.meatsuite.com/

The Ithaca Farmers Market also has compiled this consumer directory of farms serving Tompkins County that are willing to deliver or have a farm stand with limited foot traffic. This is a living document—farms will continue to add themselves so please bookmark and check back: https://docs.google.com/spreadsheets/u/0/d/1duF9uHalh0d3OQYbz7mWhE-BJRKD0U3lcFqbxJirvY/htmlview?fbclid=IwAR2ha7jLmoAMkjmr1HW97vb468COPbH5dmbhA0eRz-kqCSKJZx09RUZiY

Finances & Utilities

Cornell employees: Navigating Personal Finances and Debt

Tompkins Trust offers digital banking and assistance for loan customers (deferments of up to 60-90 days)

CFCU Digital Banking

Spectrum – financial assistance may be available to households that do not currently have internet

New York State Public Utilities – service shutoffs suspended during COVID-19

Helping Others

Give Blood with the American Red Cross

Ithaca/Tompkins County “Offer Support” Volunteer Form

United Way of Tompkins County – COVID-19 Response

Community Foundation of Tompkins County – COVID-19 Response Fund

Cornell Emergency CARE Fund

COVID - Tompkins Mutual Aid Facebook Group