Community Resources

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Questions or Suggestions

wellbeing@cornell.edu

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Preparedness

Preparing yourself, household members, and your home for health and other emergencies is always a good thing to do. The Centers for Disease Control (CDC) offers this guidance at Get Your Home Ready for COVID-19.

Physical, Emotional, and Mental Wellbeing

Cornell Resources

- ENI Confidential Counseling Services – 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 – wellness@cornell.edu, wellness.cornell.edu
- **Managing Compassion Fatigue & Burnout** (1 hr 10 min) – presented by Makenzie Peterson, CVM Wellbeing Director
- **The World According to Sound** – take a break from virtual meetings and listen to 90 seconds of unique sounds created by Cornell Alumni

**Community Resources**

![2-1-1 TOMPKINS/ CORTLAND IS NOW REACHABLE BY TEXT](image)

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 9am to 4pm.

**Heath Plan Coverage Options**

[accordion]

**Endowed Health Plans**

Aetna began coverage for telemedicine, including tele-therapy in 2020. Normal co-payments apply, similar to in-network and out-of-network office visits:

- **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 relationship**, call the 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 threat. Early refill may not be available for controlled substances. You may also wish to check with your provider to determine if 90-day mail order prescriptions will meet your needs.
Contract College Health Plans

EMPIRE PLAN

Telehealth services are covered under the Empire Plan. Empire does not maintain a list of providers who have agreed to telehealth, but if a member speaks to their provider and if they offer telehealth services, 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).

HMO-BLUE CNY

HMO members will pay a $10 copay when utilizing MD Live, our Telemedicine Partner. Instructions on how to register and schedule a visit can be found at https://www.excellusbcbs.com/find-a-doctor/telemedicine

MVP

Members will pay a $25 copay for the visit when utilizing myVisitNow, our Telemedicine Partner. $25 copay for visit. 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

- Contact your health care provider for guidance
- Suicide Prevention & Crisis Services of Ithaca – call 607-272-1616 or 800-273-8255
- National Suicide Prevention Lifeline – 1-800-273-TALK

Caregiving

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

- Pregnancy & Coronavirus
- Breastfeeding & Coronavirus
- Handwashing: A Family Activity
- Older Adults & Coronavirus
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) – advises area families on child care options. 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**
- **COVID - Tompkins Immediate Needs Facebook Group**
- **Advocacy Center of Tompkins County** – support for victims of domestic and intimate partner violence

Food & Deliveries

**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**

>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/](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/](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/1duF9uHaih0d3O0Y7ZmWhE-BJRKD0U3lCgpxLjrvY/htmlview?fbclid=IwAR2ha7IJloAMkjmr1HW97vb468CPbH5dbmhA0eRz-kqCSKJxZx09RU7ZiY

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**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

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**Helping Others**

- **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**
- **COVID - Tompkins Immediate Needs Facebook Group**