

Greetings from Portico,

Staying safe and healthy is priority #1 for all of us. Today I'm writing to share an update on how Portico is helping support the well-being of plan members. Through Portico, your organization provides benefits designed to strengthen resilience — important now more than ever. Please join us in encouraging your plan members to use their benefits during this time. We invite you to share the following benefit reminders and direct plan members to myPortico for more information.

Individuals with ELCA-Primary health benefits can:

- Seek non-emergency care 24/7 using the new text-based app, 98point6, for \$5 or less per visit
- Pay nothing out-of-pocket for COVID-19 testing, where available
- Conduct office visits with existing medical and mental health providers without leaving home — coverage newly expanded to include telephone and virtual visits (subject to out-of-pocket costs)
- Order maintenance medications mailed to their home through Express Scripts home delivery
- Talk with a professional counselor at no cost through the 24/7 Employee Assistance Program
- Use resources to manage heightened stress, anxiety, and depression with the online Learn to Live program
- Deepen their resilience by learning new skills on our Being wellness platform

Individuals with ELCA Medicare-Primary health benefits can:

- Seek non-emergency care 24/7 by phone or secure video with MDLIVE, at no cost for the next 90 days
- Pay nothing out-of-pocket for COVID-19 testing, where available
- Conduct office visits with existing medical and mental health providers without leaving home — coverage newly expanded to include telephone and virtual visits (subject to out-of-pocket costs)
- Order maintenance medications mailed to their home through Express Scripts home delivery

Individuals with ELCA Retirement Plan accounts can:

- Trust the careful design and investment expertise behind Portico's investment funds
- Talk with a Portico Financial Planner for perspective on market behavior and guidance on any financial planning topic

- Get personalized support with budgeting and debt management from LSS Financial Counselors

We've heard from some organizations starting to explore contingency plans to continue ministry and preserve financial viability. Our hearts go out to the leaders struggling to pay bills when their doors are temporarily closed. In the short run, we may be able to work with organizations to develop a plan for payment over time, but as a nonprofit ministry of the church, Portico is required to be self-sustaining and is not in a position to offer relief from payment. We, too, are adapting to this new reality, and actively taking part in conversations about ways to help across this church. We are all in this together.

Thank you for your partnership.

Have any questions?

Contact the Portico Customer Care Center

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