

## **Frequently Asked Questions (FAQs) – Coronavirus (COVID-19)**

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***\*Please click on the underlined link to go to the website.***

Action Property Management is closely monitoring the outbreak of the respiratory disease caused by a novel (new) coronavirus (COVID-19). This is a rapidly evolving situation and current information can be found at [US Centers for Disease Control and Prevention \(CDC\)](#).

If you think you have been exposed to COVID-19 and develop a fever and symptoms, such as cough or difficulty breathing, call your health care provider for medical advice. Your health care provider will decide whether you need to be tested, but keep in mind that there is no treatment for COVID-19 and people who are mildly ill may be able to isolate and care for themselves at home.

### **What resources are available to help me and my family navigate concerns and anxiety regarding coronavirus?**

The abundance of news and updates about COVID-19 are making many people feel anxious. The American Psychological Association has put together some [tips to manage your anxiety](#), put news reports in perspective, and maintain a positive outlook. If you're having trouble managing your concerns on your own, reach out for help. Action Property Management provides Employee Assistance Program (EAP) to assist team members and their family members through difficult times. The services are confidential and at no cost. For details, please visit [Action Property Management's EAP webpage](#) for more information about this program.

### **My child's school or place of care has been closed for a health-related reason. Can I take leave?**

We recommend our team members to use accrued sick and/or vacation hours to take care of their child(ren). Your accrued balance is located in [ADP Workforce Now](#) (Once logged in, please go to MYSELF> Time Off> Time Off Balances). The information is also printed on your paystubs.

If you and/or your family member are affected by COVID-19, please review Benefits for Workers Impacted by COVID-19 (attached at last page) and contact HR to discuss further on your leave options and process.

You can contact:

**Min Chang (Sr. HR Generalist) at [mchang@actionlife.com](mailto:mchang@actionlife.com)/(949) 450-4399 Ext.2503**

**Rosa Raymondi (HR Manager) at [rRaymondi@actionlife.com](mailto:rRaymondi@actionlife.com)/(949) 450-4399 Ext. 2504.**

O 800.400.2284

O 949.450.0202

F 949.450.0303

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IRVINE, CA 92614

[COMMUNITYCARE@ACTIONLIFE.COM](mailto:COMMUNITYCARE@ACTIONLIFE.COM)  
[ACTIONLIFE.COM](http://ACTIONLIFE.COM)

## **I am concerned with the cost of testing associated with COVID-19.**

Action Property Management's health plans are fully insured and the cost of testing associated with COVID-19 should be covered if you are enrolled in our plans.

If you are not enrolled in our health plans, please contact your health plan to find out if testing is covered.

According to the [CDC](#), individuals who feel sick with fever, cough, or difficulty breathing, and have been in close contact with a person known to have COVID-19, or live in or have recently traveled from an area with ongoing spread of COVID-19 *should call their healthcare professional*. The healthcare professional will work with the state's public health department and CDC to determine if the individual needs to be tested for COVID-19.

## **Is there remote access to healthcare through my health insurance plan so that I can speak with a medical professional without visiting a medical facility?**

Yes. Action Property Management medical plans with Aetna and Kaiser offer the care you need through remote access.

Please visit the link below for more information:

**Kaiser Permanente – TeleHealth** (By phone, email, or video)

<https://healthy.kaiserpermanente.org/why-kp/experience/telehealth>

Member Services Number: (800) 464-4000

Group number: 230990 (South CA)/ 603561 (North CA)

**Aetna – Teladoc** (By phone, video, or mobile app)

<https://www.aetna.com/individuals-families/health-insurance-through-work/health-insurance-information/telemedicine.html>

Member Services Number: (888) 802-3862

Group number: 882406

## Benefits for Workers Impacted by COVID-19

\*Resources on EDD related to COVID-19: [https://edd.ca.gov/about\\_edd/coronavirus-2019.htm](https://edd.ca.gov/about_edd/coronavirus-2019.htm)

Program	Why	What	Benefits	More Information	How to File
<b>Disability Insurance</b>	If you're unable to work due to medical quarantine or illness related to COVID-19 (certified by a medical professional)	Short-term benefit payments to eligible workers who have a full or partial loss of wages due to a non-work-related illness, injury, or pregnancy.	Approximately 60-70 percent of wages (depending on income); ranges from \$50-\$1,300 a week for up to 52 weeks.	<a href="#">Learn more about your eligibility for Disability Insurance</a>	<a href="#">File a Disability Insurance claim</a>
<b>Paid Family Leave</b>	If you're unable to work because you are <b>caring for</b> an ill or quarantined family member with COVID-19 (certified by a medical professional)	Up to six weeks of benefit payments to eligible workers who have a full or partial loss of wages because they need time off work to care for a seriously ill family member.	Approximately 60-70 percent of wages (depending on income); ranges from \$50-\$1,300 a week for up to 6 weeks.	<a href="#">Learn more about your eligibility for Paid Family Leave</a>	<a href="#">File a Paid Family Leave claim</a>
<b>Unemployment Insurance</b>	If you have lost your job or have had your hours reduced for reasons related to COVID-19	Partial wage replacement benefit payments to workers who lose their job or have their hours reduced, through no fault of their own.	Range from \$40-\$450 per week for up to 26 weeks.	<a href="#">Learn more about your eligibility for Unemployment Insurance</a>	<a href="#">File an Unemployment Insurance claim</a>
<b>Paid Sick Leave</b>	If you or a family member are sick or for preventative care when civil authorities recommend quarantine	The leave you have accumulated or your employer has provided to you under the Paid Sick Leave law.	Paid to you at your regular rate of pay or an average based on the past 90 days.	<a href="#">Learn more about your eligibility for Paid Sick Leave</a>	<a href="#">If accrued sick leave is denied, file a Wage claim</a>