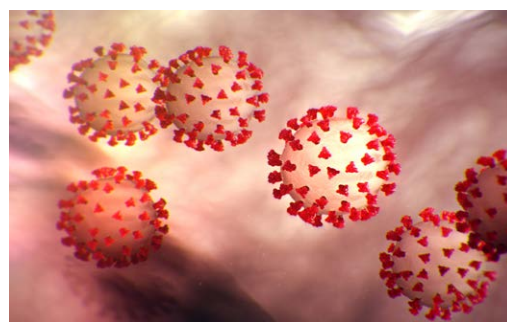




## CVT SERVICE UPDATE

### COVID-19: What CVT is doing

There is a lot in the news lately about Coronavirus, also referred to as COVID-19. We care about the health and safety of our members and employees and are following the guidance provided by the Centers for Disease Control (CDC) and other federal, state and local agencies to help reduce the risk of the virus spreading.



#### What CVT is Doing

- We have asked our staff to reconsider its scheduled travel plans and postpone any non-essential travel. However, account managers and members of our Member Services Team assigned to your districts will always be available by phone and email. Additionally, your account managers will be available via video conference as needed.
- We have developed a work-from-home protocol for our staff, and are ready to activate it if necessary.
- We are developing contingency plans and making prudent choices to help ensure continued service to our members. We recognize that this is an evolving situation and we will continue to keep you up to date. We will work diligently to maintain our key business functions, so that our members can receive their healthcare benefits.
- We will be closing our Fresno offices to all visitors. We anticipate that most, if not all, business needs can be addressed by contacting your account managers or your Member Services team members.

#### What CVT Members Can Do

- Use your CVT benefits as you normally would. Should you require testing for COVID-19, that testing will be provided at no cost to you.
- Continue to use your MyCVT account to access and manage your CVT benefits 24/7/365. MyCVT is a benefit enrollment and eligibility management system that gives members on-demand information about eligibility, benefit enrollment, and document sharing through a single online service between you, your district and CVT. The website is password-protected, secure and confidential.
- CVT members can also contact the Member Services Team at (800) 288-9870, Monday-Friday, 8 am to 5 pm.

Thank you for choosing CVT and for the trust you have placed in us to serve your benefits needs.

Like us on Facebook and subscribe to our YouTube channel



Established in 1984, California's Valued Trust (CVT) remains today as one of California's largest self-funded public schools trust, specializing in healthcare benefits for the education community. CVT serves more than 234 districts and 158,000 members across the state by providing premier benefit products and innovative healthcare programs. For more information, visit [www.cvtrust.org](http://www.cvtrust.org).

CVT complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

**ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-288-9870.**

**注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-800-288-9870.**

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