



Important information regarding coronavirus:

As we navigate this unprecedented time, the well-being of our members, colleagues and communities is our top priority.

We are committed to helping provide the support and solutions you may need as developments unfold. We are here for you today and in the months ahead when we hope to return to some sense of normalcy.

We encourage everyone, including our employees, to take the following steps to prevent illness and the spread of the virus:

<p>Clean your hands often</p> <p>Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.</p>	<p>Avoid close contact by social distancing</p> <p>Avoid large gatherings and maintain a distance of 6 feet from other people.</p> <p>This reduces the chance of contact with those knowingly or unknowingly carrying the infection.</p>	<p>Cover your mouth and nose with a cloth face cover when around others</p> <p>You could spread COVID-19 to others even if you do not feel sick.</p> <p>Wear a cloth face cover when you have to go out in public, for example to the grocery store or to pick up other necessities.</p>
<p>Cover coughs and sneezes</p> <p>If you are in a private setting and do not have on a cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.</p>	<p>Clean and disinfect</p> <p>Clean and disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.</p>	<p>Stay home if you are sick</p> <p>Keeping distance from others is especially important for people who are at higher risk of getting very sick.</p>

Source: cdc.gov

Our Offices.

In an attempt to reduce the spread of COVID-19, Heritage Vision Plan's offices are closed and employees are working remotely from home. Our functionality will not be impaired in providing service. Heritage is open for business as usual!

Our Agent and Agency Partners.

In times of crisis, our community always comes together. We are committed to providing the ultimate in personal attention to the agents and brokers who promote our services and to the companies they represent.

Heritage Vision Plans Customer Service Center

Our priority is to continue to provide excellent customer service; therefore, we will continue all operations at this time, with shortened hours. As this is a fluid situation, we anticipate our plans will evolve over time as more information becomes available. Our website will be updated, with all possible expediency, to communicate changes to the services we provide.

For additional information, send an email to your account manager or to corporate@heritagevisionplans.com

Guidance for clients

As employers are grappling with the staggering pace of change and changing employment status needs, we are allowing flexibility by not enforcing the minimum hourly requirement for benefits to employees who may be temporarily laid off during this pandemic as long as the established premium is paid through the employer for those employees.

Grace Period

Heritage will allow a 30-day grace period for payment of April 1 2020, May 1 2020 and June 1 2020 premiums; now due May 31 2020, June 30 2020, and July 31 2020 respectively. Premiums not received by the due date may be cause for policy termination or suspension.

Employees who Drop Coverage

Employees who drop coverage no longer have benefits. The option to reenroll will take place during the next open enrollment period.

Employees who Terminate

Employees who terminate are eligible to continue coverage through COBRA.

New Hires

New hires will become eligible as determined by the client's standard new hire rules for enrollment.

Existing Employees

Existing employees, not currently enrolled, have the option to enroll during the next open enrollment period.