



COVID-19: Employee Frequently Asked Questions

A Guide for People 2.0 Employees

Last updated: March 20, 2020

As People 2.0 continues to stay up to date with the current situation and following recommendations from the Center for Disease Control and Prevention (CDC), we've prepared the following for our contract workers based on currently available information to answer some of your questions.

People 2.0's HR and support teams are available to review concerns or questions regarding COVID-19. Please contact our HR team at hr@people20.com.

FAQs

1. Will there be any delay in employees receiving pay checks?

Submitted and approved timecards will be processed as usual and pay checks will continue to be mailed or funds deposited into employee's account as previously handled. Employees working should continue submitting timecards for time worked for approval to their supervisor.

2. My worksite is requiring all employees work remotely temporarily due to concerns about COVID-19. What should I do?

Provided that remote work is made available by the client and you have the capabilities to work remotely, you may follow client direction regarding remote work. If you are asked to work remotely, please contact your staffing or account representative for additional guidance.

3. My worksite is shutting down or reducing workforce because of concerns about COVID-19. Will I still be paid?

You will be paid for all hours worked up until an unexpected closure. If you experience a lack or loss of work as a result of the virus, you are encouraged to proactively file for unemployment in the state you were last working. See below guidelines on unemployment benefits.

4. If I do not want to report to work due to fear of contamination, are there any consequences?

If you voluntarily decide not to report to work, then you would not be eligible for any wages or earnings. In these situations, employees are encouraged to have a conversation with their supervisor to see if remote or alternative work is available.

5. If I already have accrued sick leave under a state or local paid sick leave law, can I use accrued time for COVID-19 absences?

Depending on the place or work and the reason for the absence, local paid sick leave laws may be applicable. Some paid sick leave laws may not apply to situations in which you (or a covered family member) is not actually exhibiting symptoms, while some states have specific provisions providing sick leave coverage when an employee is not actively sick but is directed to stay home by public health officials. Please reach out to your People 2.0 or staffing or account representative to see if COVID-19 related absences would be covered in a specific state or locality.



6. Can I file for unemployment benefits for the time missed due to COVID-19?

Yes. Employees are eligible to file for unemployment for lost wages due to COVID-19. The determination is made by each state. Please visit your state's unemployment website to file for unemployment benefits.

If you need assistance locating the website or need additional information, please visit:

<https://thomas-and-company.com/covid-19/>.

7. Are COVID-19 illnesses covered under the Family Medical Leave Act (FMLA)?

Employees may be entitled to job protected time off under FMLA. Under the FMLA, covered employers must provide employees job-protected, unpaid leave for specified family and medical reasons, which may include COVID-19. Employees on FMLA leave are entitled to the continuation of their health insurance coverage under the same terms as existed before they took FMLA leave. Please contact your account representative or Human Resources if you would like to explore further.

8. Are there any medical benefits offered specifically for this virus?

All employees enrolled in one of the People 2.0 medical plans have access to a board-certified doctor, 24 hours a day, 7 days a week through the Teledoc program. Under the Teledoc program, for MEC plan enrollees, there is no cost for this Teledoc service. Employees currently enrolled in People 2.0 medical plans can access the Teledoc program at <https://www.teladoc.com/> or 1-800-Teledoc.

9. What costs could the employee incur for testing and treatment?

For all US private insurance plans, including those offered by People 2.0, co-pays have been waived for COVID-19 diagnostic testing and treatment; this includes Medicare and Medicaid. This includes HDHP co-pays as well. US insurance companies have also committed to no "surprise billing" as the result of testing or treating the virus.

10. What will happen to my benefits if I am not working and unable to make weekly deductions?

If an employee is enrolled in one of People 2.0's benefit plans, they will have coverage as long as they're actively working and receiving a pay check. Should their assignment end, permanently or temporarily, COBRA may be triggered. Under our benefit plans, COBRA will be initiated following a three-week period of not receiving a pay check.

11. Is COVID-19 testing covered by insurance?

All US health insurance companies have waived co-pays for testing for and treatment of COVID-19, including plans sponsored by People 2.0. Employees should work directly with their healthcare provider to obtain the appropriate script and location for testing.

12. Does People 2.0 have an employee assistance program (EAP)?

People 2.0 employees who have insurance with us may have some program assistance through their plan. If you have any specific questions regarding mental health services, please call Benefit Elect at 844-631-6104, and they will assist you.

Please stay informed on the latest developments and government mandated preventive measures by visiting the CDC's website. <https://www.cdc.gov/>



Any questions not answered here, please contact the following People 2.0 contacts:

Human Resources, hr@people20.com

Benefits Department, benefits@people20.com

Additional links regarding COVID-19:

[Coronavirus Disease 2019 \(COVID-19\)](#)

[CDC's Information for Healthcare Professionals](#)

[CDC Specific Guidance for Travelers](#)

State unemployment resources for COVID-19: <https://thomas-and-company.com/covid-19/>