Taking Care of You

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Vice President & Chief Human Resources Officer

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Taking Care of You
Your guide to Northeastern resources available to you right now.

COVID-19 has added a layer of complexity to life and work that can be a struggle. If you or a member of your family needs a little extra support, we've got resources to help your mind and spirit. Whether it's sharing your worries with a licensed clinician in a moment of stress, accessing help with an elderly parent, or connecting with health and wellness experts to help your new year start right, we have you covered.

When you need help at home—Care.com
Make life work easier for you. With Care.com Expert Assistance you can connect with someone to help you find the right resource for you. To get started visit Northeastern’s Care.com portal.

- Mental Health Resources – ‘Taking Care of You’
  - Care.com
  - Blue Cross Blue Shield
  - EAP Program
  - Other NU Resources

- Enhanced Paid Leave Program

- COVID Relief Bill – Flexible Spending Accounts
Care.com Benefits:

• **Expert Assistance – new!**
  • Work with a **Care Specialist** to find the right caregiver for your family
  • Share your requirements, post a job, and review applicants
  • Request a Background Check before hiring – at no cost to you.

• **Use Expert Assistance to help you find:**
  • Nannies and babysitters
  • Tutors and distance learning facilitators
  • Pet sitters and groomers
  • Housekeepers
  • Special needs caregivers

• **Back-Up Care Services:**
  • Northeastern subsidized back-up care services – for unexpected needs
  • Up to 25 days per year
Mental & Behavioral Health Support – locating BCBS providers:

Participating BCBS members have access to mental and behavioral health care along a range of options to meet your needs:

- You can use the ‘Find a Doctor’ tool to find licensed therapists, counselors, psychiatrists, special facilities and other resources.

- Sign-in to MyBlue before starting your search to be sure your care is covered.

Call Team Blue at 1-888-389-7764.
Discover options, answers, and understanding.
Mental & Behavioral Health Support – other services for BCBS members

WELLNESS OFFERINGS TO BOOST WELL-BEING
Discover self-care and mind/body rewards and benefits to help you re-center, find calm, and feel less overwhelmed, including:

- Fitness and weight-loss incentives
- Yoga
- Pilates
- Massage therapy
- Acupuncture
And much more.

EXPLORE MY OPTIONS

YOUR ONLINE MENTAL HEALTH TOOL IS HERE
It’s a judgment-free way to assess and explore your feelings, thoughts, emotions and mind. Designed by the behavioral health specialists from Learn to Live*, an independent partner company, the tool can be used as often as you like — with programs to support:

- Social anxiety
- Depression
- Stress, anxiety, and worry
- Insomnia
- Substance use

Take the 7-Minute Assessment to get started. sign in to MyBlue, or create an account, then click Online Mental Health Tool under My Plan & Claims.

*Don’t see Online Mental Health Tool? Many plans include this tool, but some, like our Medicare plans, do not. Unsure? Call Team Blue at 1-888-389-7764.

TEAM BLUE: GET THE HELP YOU NEED
Struggling to find a therapist or understand your benefits? Team Blue’s highly trained experts are standing by to help.

CALL 1-888-389-7764
Mental & Behavioral Health Support – getting the support you need, online

- **Learn to Live - BCBS:**
  - Online, mental health tool
  - Self-directed programs tools and resources created through cognitive behavioral therapy.
  - Confidential
  - No cost
  - Can help manage: stress, anxiety, depression, insomnia

- **New Directions (EAP Program):**
  - Assistance and counseling service
  - Private online programs and counselors
  - Confidential
  - Can help manage: stress, anxiety, depression – financial worry, workplace stress

- **Better Health online counseling:**
  - Telehealth counseling via email, text or video chat
  - Locate a therapist online
  - Part of New Directions (EAP)
Taking Care of You – even more support for BCBS members...

Holistic Health @ 30% savings – BCBS Members:

Telemedicine with Well Connection – BCBS Members:

REWARDING YOU FOR GOOD HABITS. IT JUST FEELS RIGHT.

Discover healthy savings up to 30% on wellness offerings for mind and body, including:

- Acupuncture
  Helpful for chronic pain and stress relief.
- Yoga, Pilates, tai chi, and more
  The payoff: less stress, more balance.
- Nutrition counseling and personal training
  Eat better and exercise with confidence.
- Massage therapy
  For hands-on relief of muscle or joint pain.
- Mind/body techniques
  Hypnosis, Chinese herbal therapy and reiki.

Telehealth at your fingertips

If you’re on Northeastern’s health plan, then you have access to telemedicine via Blue Cross Blue Shield’s partner Well Connection. With it, you can connect via phone or video chat, with licensed therapists, psychiatrists, or medical doctors during business hours. Just download the Well Connection app or go to wellconnection.com to get started.
The COVID Relief Bill provides welcome relief for Flexible Spending Accounts

The temporary rule changes apply to both the Dependent Care Assistance plans and Health Care Flexible Spending Accounts

The changes enable you to benefit more from your 2020 Reimbursement Accounts as well as reconsider your enrollment elections for 2021

What Is Changing:

• **Plan Year 2020**
  • Grace Period Dates will be added and extended
  • Participants have the opportunity to spend down any unused 2020 balances
  • Maximum age of eligible dependents increased from 13 to age 14

• **Plan Year 2021**
  • One-time mid-year enrollment period offered for 2021 Plan Year election changes
  • Offered to all benefit eligible employees – Feb. 8-19
## Temporary Rule Changes – Health Care Reimbursement Account

<table>
<thead>
<tr>
<th></th>
<th>Current Rules</th>
<th>NEW Temporary Rules</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grace Period</strong></td>
<td>Grace Period is 2 ½ months after the last day of the Plan Year:</td>
<td>Grace Period will be extended for plan year 2020</td>
</tr>
<tr>
<td></td>
<td>• March 15 to incur claims</td>
<td>• August 15, 2021 to incur claims</td>
</tr>
<tr>
<td></td>
<td>• March 31 to submit claims</td>
<td>• August 31, 2021 to submit claims</td>
</tr>
<tr>
<td><strong>Spend Down Provision</strong></td>
<td>No spend down provision</td>
<td>Spend down provision added</td>
</tr>
<tr>
<td></td>
<td>Claims incurred up to date of termination from the Plan must be submitted by March 31</td>
<td>• If you stopped participation in 2020 due to a qualifying event AND have funds remaining in your 2020 account, you can submit claims incurred in 2020 AFTER the effective date of your election to stop participation</td>
</tr>
</tbody>
</table>
# Temporary Rule Changes – Dependent Care Reimbursement Account

<table>
<thead>
<tr>
<th>Current Rules</th>
<th>NEW Temporary Rules</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grace Period</strong></td>
<td>Grace Period is now allowed for Dependent Care plans</td>
</tr>
<tr>
<td>No Grace Period</td>
<td>• August 15, 2021 to incur claims</td>
</tr>
<tr>
<td>Claims incurred through 12/31 must be submitted by March 31</td>
<td>• August 31, 2021 to submit claims</td>
</tr>
<tr>
<td><strong>Spend Down Provision</strong></td>
<td>Spend down provision added</td>
</tr>
<tr>
<td>No Spend down provision</td>
<td>• If you stopped contributions in 2020 due to a qualifying event AND still have funds remaining in your 2020 account, you can submit claims incurred in 2020 AFTER the effective date of your election to stop participation</td>
</tr>
<tr>
<td>Claims incurred up to date of termination from the Plan must be submitted by March 31</td>
<td></td>
</tr>
<tr>
<td><strong>Maximum Age of Eligible Dependents</strong></td>
<td>Increasing the Maximum Age of Eligible Dependents</td>
</tr>
<tr>
<td>Maximum Age of Eligible Dependents is 13</td>
<td>• Permit reimbursement of dependent care expenses for children who attain age 14 (rather than age 13) for the 2020 plan year</td>
</tr>
<tr>
<td>• Claims incurred for dependents up to the age of 13 may be submitted for reimbursement</td>
<td>• Expenses incurred for a dependent who turned 14 in 2020, can be submitted for reimbursement if funds are available in your account</td>
</tr>
</tbody>
</table>
Northeastern introduced an enhanced Paid Leave Program (PLP), which took effect January 1, 2021. While the changes were prompted by Massachusetts Paid Family and Medical Leave (PFML) law, the university has taken this opportunity to evaluate the needs of the domestic university community and develop a holistic, consistent policy for all full- and part-time and temporary employees. Students on work-study and other casually employed students are not eligible.

<table>
<thead>
<tr>
<th>Leave type</th>
<th>Employee</th>
<th>Pre-2021 design</th>
<th>New! Enhanced PLP January 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td>Benefits-eligible</td>
<td>60% pay up to 26 weeks</td>
<td>100% pay up to 26 weeks</td>
</tr>
<tr>
<td></td>
<td>Employee’s own condition</td>
<td>Sick and vacation time can be used to supplement</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Paid parental leave (birth recovery): 100% for 4 weeks</td>
<td></td>
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<tr>
<td>Non-benefits-eligible</td>
<td>Family sick time (mirrors 40-hour MA requirement)</td>
<td></td>
<td>80% pay up to 20 weeks</td>
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<tr>
<td></td>
<td></td>
<td>No paid leave/disability benefit</td>
<td></td>
</tr>
<tr>
<td>Family</td>
<td>Benefits-eligible</td>
<td>Paid parental leave (bonding): 100% for 4 weeks</td>
<td>100% pay up to 8 weeks</td>
</tr>
<tr>
<td>Bonding with new child, caring for sick family member, military-related</td>
<td>+ 50% for 4 weeks</td>
<td>+ 80% pay up to 4 weeks</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Care/other: no paid leave benefit (up to 40 hours sick time can be used)</td>
<td></td>
</tr>
<tr>
<td>Non-benefits-eligible</td>
<td>No paid leave benefit (up to 40 hours sick time can be used)</td>
<td>80% pay up to 12 weeks</td>
<td></td>
</tr>
</tbody>
</table>