

TVA takes extra precautions during the Coronavirus Pandemic

What that means to you as a retiree.

As part of the integrated approach to ensure the health and safety of employees, retirees, and their families – and to maintain business continuity during this time, TVA has encouraged telework for employees. Telework is a critical component to TVA's Continuity of Operations plan as it enables an organization to continue functioning through pandemic events. In addition, TVA has enhanced the TVA Medical Plan's coronavirus testing coverage.

Effective Wednesday, March 18, employees are encouraged to begin working remotely to reduce the number of individuals in our facilities to promote social distancing. What this means to you as a retiree:

Benefits & TVA Retirement System

- We are committed to and will do everything we can to provide you and/or your family with the same level of service and support you are accustomed to during this time. However, we do ask for your understanding in the event that you potentially experience any delays in service.
 - **Benefits Specialists** will still be available via TVA Connect at 888-275-8094 and will be monitoring the TVA Employee Benefits mailbox at tvaemployeebenefits@tva.gov.
 - **The TVA Retirement System staff** will also be available. Please email retsvcs@tva.gov or call 800-824-3870.
 - **Vendors will still be available to assist you** as well. Please feel free to reach out to them directly during this time:
 - BlueCross BlueShield of Tennessee (Medical) 800-245-7942
 - BlueCross BlueShield of Tennessee (Vision) 877-342-0737
 - Express Scripts (Prescription Drugs) 800-935-6203
 - HSA Bank (Health Savings Account) 844-650-8934
 - Via Benefits 844-620-5725
 - Fidelity Investments 800-354-7121
 - BNY Mellon 844-545-1256

Medical Plan Benefits Enhancement – Coronavirus Testing

- We are committed to putting you first by ensuring you have adequate medical plan coverage if the need arises for you and your covered dependents to be tested for the Coronavirus.
 - **Your TVA medical plan coverage has been enhanced to provide 100% coverage for COVID-19 testing** with no applicable deductibles, copays or coinsurance for tests ordered by their medical provider through the remainder of 2020.

We would like to take this opportunity to thank you for your service to TVA and your support and patience during this time.