



Isn't it amazing how the world can change in just a few weeks? Difficult times remind us of the importance of strong, compassionate communities. All of us at HealthTrust are inspired and heartened by the kindness and resiliency shown by New Hampshire's residents and by the way our communities have pulled together to make the changes needed to protect each other during the COVID-19 pandemic.

Here at HealthTrust we have also adapted how we do things as we focus on how to best serve our Members and Enrollees during this challenging time. HealthTrust is closely monitoring the news about the COVID-19 outbreak. We will continue to provide updates to our Members and forward-ready emails to share information with their employees as needed.

Although most of our staff is working from home, we have full phone coverage and advisors available for online meetings. Benefits, Member Relations and Wellness Advisors have been contacting Members to provide assistance and help them find the resources they need online.

In addition, we encourage our Members to take the following steps to stay informed:

- Log in to your Secure Member Portal (SMP) account at [www.healthtrustnh.org](http://www.healthtrustnh.org) often as we update the resources available to you.
- If your Group has a July renewal, please watch for news of online open enrollment resources, including Benefit Education presentations and packets, and fillable enrollment and change forms soon to be available in your SMP.
- Click on the BA Toolkit on your SMP to view the new COVID-19 section with resources to help you administer benefits during this time and wellness tip sheets to share with your employees.
- Encourage your covered employees to create an account on HealthTrust's Secure Enrollee Portal (SEP) to access their coverage documents, online ID cards, and more. Please remind them of the following resources available to them year-round that could be particularly valuable during the weeks ahead:
  - Online medical visits through LiveHealth Online and ConvenientMD Urgent Care
  - LifeResources Employee Assistance Program – with COVID-19 information updated frequently
  - Online resources through the Slice of Life program
- Check in with your Wellness Coordinators – The HealthTrust Wellness team is sending weekly resource pages to the Wellness Coordinators including resources for working out at home, mindfulness, healthy eating and ergonomics.

Remember, HealthTrust is here for you. Please feel free to contact us in the way that works best for you:

- **HealthTrust Enrollee Services: 800.527.5001** or [enrolleeservices@healthtrustnh.org](mailto:enrolleeservices@healthtrustnh.org)
- **Secure Message Center:** HealthTrust Secure Member Portal or Secure Enrollee Portal
- **Email:** Email your Member Group's assigned HealthTrust Benefits or Wellness Advisor

Thank you New Hampshire municipalities for working together with us to help keep our communities safe and healthy and, as always, for the privilege of serving you and your employees.

Sincerely,  
Wendy Lee Parker  
Executive Director