



Office of HUMAN RESOURCES NEWSLETTER



April 2020

During these stressful and difficult times we know you want to do everything possible to protect yourself and your family. This edition of the newsletter is dedicated to providing you with vital health, wellness and retirement plans information.

The New Jersey Division of Pensions and Benefits, on behalf of the State Health Benefits Program is taking action to protect the health and safety of TCNJ plan members and their families in the wake of the 2019 Coronavirus (COVID-19) outbreak. You may obtain the answers to your health plan related questions as indicated below:

- **Horizon Health Customer Service:** 1-800-414-7427
- **Aetna Customer Service:** 1-877-782-8365
- **Optum Rx Customer Service:** 1-844-368-8740

Horizon BCBSNJ Information and Communications

- Member FAQ <https://www.horizonblue.com/coronavirus-2019>
- Video Intro to Telemedicine: <https://www.horizonblue.com/shbp/tools-services/horizon-careonline-telemedicine>

Direct Primary Care Medical Home Communications

- Paladina- <https://www.paladinahealth.com/clients/state-new-jersey-horizon-bcbs/VirtualCare>
- RHealth Member Flyer regarding Virtual Access to R-Health Providers: <https://www.r-health.md/virtual/>

Employee Assistance Program

Penn Medicine Princeton Health EAP is provided at no cost to you as a TCNJ employee. You are entitled to up to three (3) counseling sessions per issue. Adult household members are also eligible for EAP services.

Many are working from home and juggling the demands of working while caring for family members. These may be some of the most difficult times we will ever face.

The ever changing world and living in the state of flux can trigger strong emotions. Everyone will respond to these times differently. Some may experience feelings of anxiety and fear. Some are experiencing loneliness due to social



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isolation. Others may become preoccupied with how they are feeling physically. During these stressful times, it's important to continue to be self-aware and mindful of your thoughts.

Martin Seligman, the Zellerbach Family Professor of Psychology in the Department of Psychology and director of Penn's Positive Psychology Center, suggests that we may be predisposed to think about "worst case scenarios." When left unchecked, we may spend time "catastrophizing." Seligman suggests we can all restructure our thoughts to keep them grounded. Here's how:

1. Ask yourself, "What's the worst possible case scenario?"
2. Force yourself to consider the absolute BEST case scenario. Don't let yourself skim over this or skip considering the details. Who is involved in this scenario? What does that scenario look like? What are the colors of the scene? How do you feel when you imagine that scene?
3. Now, consider what's most likely to happen. It's likely somewhere between step 1 and 2.
4. Develop a plan for what is most realistic. This will help you to avoid spending time and emotions bracing for the worst case scenario. It will give you a sense of control and the ability to make contingency plans for a possible outcome. Have you stocked your home with important items you'll need if you're not able to go out? Have you made arrangements for childcare if you need extra support?
5. If you would like to discuss this in more detail, please feel free to call the EAP. Counseling is FREE and CONFIDENTIAL.

Tele-counseling is available to all employees from New Jersey and Pennsylvania, weekdays from 9:00 a.m. until 5:00 p.m. Extended hours are available Monday and Wednesday until 7:00 p.m. For more information call 1-800-527-0035.

Retirement Plans

Questions regarding your retirement plan accounts should be directed to your designated service provider: [Retirement Plans Resources](#)

Retirement counseling sessions with the state of New Jersey Division of Pension and Benefits approved designated service providers have been scheduled through June 2020. To learn more click here: [Retirement Plans Designated Service Providers](#)

