



Benefits to Support You During the COVID-19 Outbreak

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BENEFITS TO SUPPORT YOU DURING THE COVID-19 OUTBREAK



Allowable Mid-Year Changes and Benefit Deadline Extensions

You can make changes (to add or change type of coverage, not terminate your coverage) to your 2020 medical, dental and vision coverage elections up until December 31, 2020, even if you don't experience a qualified change in status. You may also adjust your 2020 spending account elections until October 31, 2020.

- [Read an overview of Important COVID-19-related Benefit Deadline Extensions and Allowable Mid-Year Changes >](#)
- [Make enrollment changes at My Total Compensation and Benefits >](#)
- Call the Citi Benefits Center (between 8 a.m. and 8 p.m., ET, Monday through Friday, excluding holidays) > [1 \(800\) 881-3938](#)
- [Find more information in the Benefits Handbook >](#)



Citi Health Concierge

If you need support but are unsure where to begin during this uncertain time, call your Citi Health Concierge, who can provide personalized support and guide you to the right resources when you need them.

- Citi Health Concierge (Aetna members) > [1 \(800\) 545-5862](#)
- Citi Health Concierge (Anthem members) > [1 \(855\) 593-8123](#)
- Health Advocate (everyone) > [1 \(866\) 449-9933](#)



No Cost for COVID-19 Testing

If you meet CDC and FDA guidelines, you have access to COVID-19 testing at no cost to you. Contact your Citi Health Concierge for more information.

- [Where to get tested for COVID-19](#) (all employees)
- Citi Health Concierge (Aetna members) > [1 \(800\) 545-5862](#)
- Citi Health Concierge (Anthem members) > [1 \(855\) 593-8123](#)
- Health Advocate (everyone) > [1 \(866\) 449-9933](#)



Telehealth

Speak with a doctor from your home, at no cost. Telehealth visits with in-network providers from Aetna and Anthem are covered at 100% with no copay, and aren't subject to the deductible until December 31, 2020.

- [Teladoc \(Aetna\) >](#)
- [LiveHealth Online \(Anthem\) >](#)
- [COVID-19 information on Citigroup.net \(intranet only\) >](#)



Prescription Drugs

You can get up to three 30-day advance medication refills at in-network CVS pharmacies through September 1, 2020, if needed. Plus, all home delivery fees will be waived when you fill your prescriptions at an in-network CVS pharmacy.

[Learn more >](#)



Adapting to the New Norm

Learn more about why social distancing is important and get some tips on how to stay productive while working from home.

- [The chart that's everywhere, explained >](#)
- [Working from home tips >](#)
- [When and how to get tested for COVID-19 >](#)



Back-Up Child and Elder Care

If you find yourself needing extra support at home during this difficult time, contact Bright Horizons. The Bright Horizons Back-Up Care Program is available to help if your child's school closes or your regular care provider is unavailable. Citi typically offers 20 days of back-up, in home care through our partnership with Bright Horizons. We have extended this to 40 days through December 31st. You can also access activities and resources through Bright Horizons World at Home to support at-home learning at all ages.

- [Back-up care through Bright Horizons](#)
- [Bright Horizons World at Home](#)



Minds at Citi

Your emotional well-being is just as important as your physical health. If you are feeling anxious or stressed, speak confidentially with a counselor anytime, 24/7, through Citi's Be Well Program at no cost to you, or use Talkspace to message with a therapist through your smartphone. These programs are also open to family members and your household occupants at no cost.

During the COVID-19 outbreak, you can access additional resources through the Be Well Program, including a webinar designed to help you manage your stress around the pandemic and tips on caregiving, along with a summary of federal resources. **The Be Well Program** now offers 10 free, confidential counseling sessions for Citi employees and their family members regardless of whether they are enrolled in a Citi medical plan.

- [Be Well Program >](#)
- [Talkspace >](#)



Sleep Improvement

Getting a good night's sleep can help, especially if stress or anxiety is keeping you up at night. Sleepio can help with proven techniques developed from over 35 years of research.

[Learn more >](#)



Health Savings Account (HSA) & Health Care Spending Account (HCSA)

As part of the CARES Act, you can now use your HSA or HCSA for an expanded list of eligible healthcare purchases, including over-the-counter drugs, medicines not prescribed by a physician and menstrual care products. You can access a complete list of eligible expenses and connect to your HSA or HCSA by clicking "Trip and Spending Accounts" on [My Total Compensation and Benefits](#).

You may also adjust your future 2020 HCSA elections until October 31, 2020. See the [Benefits Handbook](#) for more information, or visit Your Benefits Resource (YBR) on [My Total Compensation and Benefits](#) to make changes.

- Find out more information about the [CARES Act](#) and how it works.
- Learn more about how to [adjust your future HSCA elections >](#)



Transportation Reimbursement Incentive Program (TRIP) Updates

You may be able to receive a credit or refund on future monthly parking orders and TRIP Parking Commuter Vouchers, and you can change or suspend your account at any time. If you have questions, contact ConnectYourCare through ConnectOne at [1 \(800\) 881-3938](#).

[Learn More >](#)



Dependent Day Care Spending Account Updates

You may also adjust your future 2020 DCSA elections until October 31, 2020. See the [Benefits Handbook](#) for more information, or visit Your Benefits Resource (YBR) on [My Total Compensation and Benefits](#) to make changes.

- Citi Benefits Center > [1 \(800\) 881-3938](#)
- Learn more about how to [adjust your DCSA elections >](#)



Navigating Cancer During the COVID-19 Outbreak

Citi is partnering with MSK Direct to bring you helpful information about COVID-19 and cancer that aligns with recommendations from public health organizations. All Citi employees and their family members have access to cancer support services from MSK Direct.

- [View MSK Direct's COVID-19 Guide for Cancer Patients, Survivors and Caregivers >](#)
- [Learn more about cancer support through MSK Direct >](#)
- Call MSK Direct's Citi-dedicated phone line > [1 \(833\) 825-4558](#)



Financial Resources

Citi offers financial resources that can support you during this uncertain time.

- [Learn about financial advice, retirement planning and more >](#)
- [Read our latest Market Volatility Update >](#)

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