

The MESSA Report

A publication for MEA staff, leaders and bargainers

April 2020

Inside this issue:

- **MESSA provides free coverage for telehealth and Online Visits through June 30**
- **Members can connect via online chat, secure messages**

Note: The MESSA Report is produced and intended for MEA staff, leaders and bargainers. You may share individual articles from this newsletter, as long as you don't alter the information, as it may change the meaning. To submit items for consideration, email MESSA Communications Consultant Thomas Morgan at tmorgan@messa.org.

MESSA provides free coverage for telehealth and Online Visits

To help our members in these uncertain times, MESSA is fully covering online and telehealth medical and mental health visits 100% for our members and their covered dependents through June 30. That means no deductibles, copayments or coinsurance.

Members can access this feature either through Online Visits or by using their current in-network providers' telehealth systems. Here's how:

- **Online Visits:** Through MESSA's partnership with Blue Cross Blue Shield of Michigan, MESSA members and their dependents can visit a doctor or a mental health therapist using a smartphone, tablet or computer. To get started with Online Visits for medical or mental health care, go to [messa.org/onlinevisits](https://www.messa.org/onlinevisits) or download the Blue Cross Online Visits app.
- **Telehealth with current provider:** MESSA will fully cover medical and mental health appointments with members and their dependents' current in-network medical provider or therapist if such appointments are conducted over the phone or online.

MESSA members will not be responsible for paying a deductible, copayment or coinsurance for either of these options.

Please note: We at MESSA have been working as quickly as we can to put in place the necessary system updates to automatically waive the cost of these visits, but since our staff are working from home, it may take longer to complete the updates. It's possible that some members may need to pay upfront for their visits. If this happens, they will be automatically reimbursed by MESSA at a later date.

Members can connect via online chat, secure messages

MESSA's East Lansing call center is closed as we do our part to protect our employees and their loved ones, as well as comply with Gov. Gretchen Whitmer's order to stay home and stay safe. However, our service to educators, education support professionals and public employees won't cease – especially not during this uncertain time.

Do you have questions about your MESSA coverage or need help with a claim? Here are a few ways we can help:

- Our member service specialists are still available via online member chat, weekdays from 8 a.m.-5 p.m., to help with members' needs. To chat with a member service team member, log in to your [MyMESSA member portal](#) at messa.org and click the chat icon in the bottom right corner.
- Alternatively, you can send an online secure message via your MyMESSA portal, and a member service specialist will get back to you as soon as possible.
- You can also use your MyMESSA member portal to check your deductible, review plan statements, find a doctor and more.
- If you haven't yet set up your MyMESSA account, it's easy to get started. Visit messa.org and select MyMESSA (Member Login) in the top menu bar. Follow the instructions to set up your account.

From all of us at MESSA, thank you for everything you do for our kids, our schools and our communities. If you have any questions – big or small – please don't hesitate to contact us. We're happy to help.