



Palmer Trucks

On the Road Since 1965

Corporate Headquarters
2843 S. Holt Rd. Indianapolis, IN 46241 | (800) 827 8421

To: All Palmer Trucks Team Members
From: The Executive Team
RE: Health & Wellness Update

March 27, 2020

During this time, it is more important than ever to be apprised of the numerous health and wellness resources Palmer Trucks has available. Whether its health insurance plans, the Employee Assistance Program, wellness, mental health support, Activate Clinic information, or managing chronic health conditions, there's a lot of information to process. Attached within this memorandum are resources for the aforementioned items meant to provide you with the most up-to-date information for both you and your loved ones. This information is beneficial not only during the current COVID-19 pandemic, but year-round as well.

This memorandum can be found at <https://www.palmertrucks.me/virus> along with other resources to support one's overall well-being. For any questions pertaining to health and wellness programs or insurance coverage, please contact hrteam@palmertrucks.com. Our human resources team is available to help you navigate any scenario, and cares for ensuring your overall health through a variety of programs, guidance, and support.

Please find the attached correspondence for the following items:

- Health Insurance Plans & COVID-19 Testing
- Mental Wellness Resources
- Living Connected – Team Members with Diabetes
- Activate Clinic Information
- Employee Assistance Program (EAP) - **Attached**



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Health Insurance Plans & COVID-19 Testing:

If one is covered under a Palmer Trucks health plan, testing for COVID-19 will be completely covered at no cost. There will be no copay or deductible expense. For those that are enrolled in a high-deductible health plan, receiving these first-dollar benefits does not disqualify you from HSA eligibility, per new IRS guidelines.

How to Protect Your Family's Mental Health During the COVID-19 Pandemic

With the country rolling out social distancing measures, schools and businesses closing, and companies declaring work from home necessary, Americans are forced to face a new reality.

Humans are social beings. We like to connect and be close to people. Recently, we've had to change our behavior, which can create feelings of isolation.

Below are some tips to protect one's mental health:

1. Know that this will end:

- We don't know the specific timeline, but the closures and life changes we are currently experiencing aren't permanent. Knowing this makes it much easier to cope.

2. Don't treat this time as a vacation (Click to view article):

- Wake up each morning at a regular time
- Keep a regular bedtime routine (Click to view article)
- Create a schedule for yourself each day and be sure to include physical activity
- Limit exposure to news
- Use technology for social interaction
- Do not make plans more than three days out





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3. Eat Well: Food should sustain; Drink plenty of water

Work omega- three fatty acids into your diet. They are linked to decreased depression.

4. Give: Look beyond yourself and make a donation to a worthy cause

5. Relax and Value Yourself: Try a new recipe or creative project, make time for your

hobbies, or play with your pet. Treat yourself with respect.

6. Calm your mind: Use meditation or prayer.

7. Avoid Alcohol

8. Get help when you need it: Seeking help is a sign of strength, not weakness.

9. Smile and laugh whenever you can.

If you need assistance, remember that Palmer Trucks offers an Employee Assistance Program, free to all employees, that can be reached in the following ways:

Email: eapcounselor@ibhcorp.com

Phone: 1.800.386.7055

Website: www.ibhworklife.com





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LivingConnected from CCS Medical

Hello Team!

Studies show that people with diabetes who regularly complete recommended exams and receive coaching from Certified Diabetes Educators feel better, are happier and experience a better quality of life!

This is a friendly note to remind you that if you or your dependent(s) are enrolled in the **Palmer Trucks** health plan and have been diagnosed with diabetes, you could qualify for a free healthcare benefit called the LivingConnected program from CCS Medical.

All LivingConnected participants will receive a Welcome Kit with the following supplies and services at no cost to the members, with a **\$0 copay!**

- State-of-the-Art Cellular Glucose Meter
- Diabetes Supplies: Test Strips, Lancing Device, Lancets, etc.
- Assistance and Support:
 - Free home delivery of supplies as you need them, with no out-of-pocket expense
 - Alerts and coaching from a registered nurse when your readings are out of range
 - Live, ongoing personalized health coaching from Certified Diabetes Educators
 - Online portal and smartphone application where you can access and share your results
 - 24/7/365 toll-free access to live nursing support

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CCS Medical is committed to helping you manage your diabetes on your terms, in a way that fits your lifestyle.

We are delighted to offer this free benefit and encourage you to start taking advantage of this today by using the tools provided in your free welcome kit.

For more information and to get started, please call 1.800.966.2046.

Please also review the additional information about LivingConnected and its advantages in the attached program brochure. If you have any questions about the program, don't hesitate to reach out.

Have a great day!



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Dear Patient,

We understand the spread of the COVID-19 virus has been challenging for you, our country and the world. While there is no playbook for a situation like this, delivering great service to you is the foundation of what we do every day. This means providing the high-quality care you count on in good times and, more importantly, in challenging times. In keeping this commitment, your health and well-being will always be our top priority.

The following proactive measures are underway in response to COVID-19 and its public health impact:

Reducing Clinic Traffic with Virtual Visits

You should always call first before visiting the clinic to determine the type of appointment needed. You will have the option to call or video conference with your provider using a mobile device or computer. If your provider determines you need to come into the clinic, you'll be scheduled for a visit right away.

Robust Pre-Screening Protocols

Whether by phone or video, you should expect a series of questions to ensure you receive the care needed without unnecessary risk to you, the care team or clinic environment.

Prioritizing Urgent and Acute Care Appointments (in certain situations)

For the safety, health, and well-being of our patients, we may reschedule or delay non-urgent clinic visits. This flexibility allows us to serve patients who require immediate care and prevent unnecessary exposure to others.

Medication Refills Process

There are multiple avenues for you to refill medications. Start by calling the clinic first and we will work with you individually to reach the best solution.

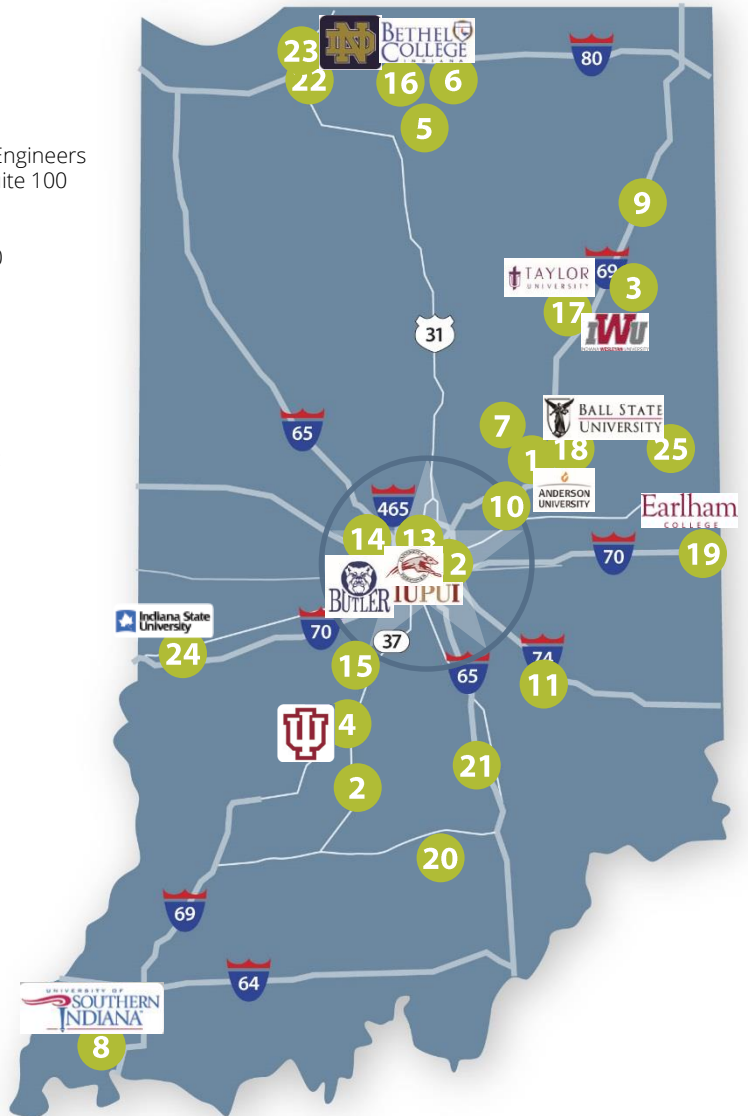
Emotional Health and Well-Being Solutions

Our goal is to always be your first call for any of your healthcare needs. This includes assistance in successfully managing the common stressors and emotions you may be experiencing with the current situation. The clinical teams also advise patients on general wellness solutions which is especially important as you may have transitioned to working from home. We are pleased to provide guidance, care and medication management for your health and well-being needs.

We have established an internal COVID-19 task force which meets daily and continually monitors the latest information from the Centers for Disease Control (CDC), state Departments of Health, World Health Organization (WHO), Johns Hopkins Center for Health Security and other important resources. Rest assured that we're here to support you every step of the way during this period of uncertainty. Most of all, we remain hopeful, as this situation will pass. We are proud to serve as your dedicated medical resource and partner.

Tobias Barker, M.D.
Chief Medical Officer

1. **Anderson**
Anderson Clinic
7305 Quality Circle
Anderson, IN 46013
Phone: 765.374.6060
2. **Bedford**
Bedford Clinic
1901 16th St. Upper Level
Bedford, IN 47421
Phone: 812.675.0975
3. **Berne**
Berne Clinic
926 West 500 South
Berne, IN 46711
Phone: 260.849.4296
4. **Bloomington**
Monroe Clinic
119 W. 7th St.
Bloomington, IN 47404
Phone: 812.323.4480
5. **Bremen**
Bremen Clinic
710 W. Dewey Street
Bremen, IN 46506
Phone: 574.248.4856
6. **Elkhart**
Waste Away Clinic
610 N Wildwood Ave.
Elkhart, IN 46514
Phone: 574.206.4156
7. **Elwood**
Red Gold Clinic
1500 South B. St., Suite 1
Elwood, IN 46036
Phone: 765.557.8696
8. **Evansville**
Old National Bank Clinic
123 Main St.
Evansville, IN 47708
Phone: 812.602.3300
9. **Fort Wayne**
Local 166 Clinic
2932 West Ludwig Rd.
Fort Wayne, IN 46818
Phone: 260.755.1304
10. **Fortville**
Mt. Vernon Schools Clinic
1776 W. State Rd. 234
Fortville, IN 46040
Phone: 317.482.5000
11. **Greensburg**
GECOM
1025 Barachel Lane
Greensburg, IN 47240
Phone: 812.222.0051
12. **Indianapolis**
MacAllister Clinic
6300 Southeastern Ave.
Indianapolis, IN 46203
Phone: 317.803.2515
13. **Indianapolis**
Major Tool Clinic
1450 East 20th St.
Indianapolis, IN 46218
Phone: 317.653.1990
14. **Indianapolis**
Mid Central Operating Engineers
6920 Parkdale Place, Suite 100
Indianapolis, IN 46254
Phone: 317.800.7944
Sharing available 3/1/20
15. **Martinsville**
Martinsville Clinic
909 South Main St.
Martinsville, IN 46151
Phone: 765.343.7040
16. **Mishawaka**
City of Mishawaka Clinic
333 E. Mishawaka Ave.
Mishawaka, IN 46545
Phone: 574.314.5950
17. **Marion**
Marion Clinic
2707 S. Western Ave.
Marion, IN 46953
Phone: 765.697.9142
18. **Muncie**
Muncie Clinic
3521 W. Purdue Ave.
Muncie, IN 47304
Phone: 765.284.1500
19. **Richmond**
Healthworks
1301 S. 8th. St.
Richmond, IN 47374
Phone: 765.939.3947
Opening 3/2020
20. **Salem**
Salem Clinic
201 Jeans Dr.
Salem, IN 47167
Phone: 812.883.9396
21. **Seymour**
Seymour Tubing &
Seymour Schools Clinic
1240 E. Fourth St., Suite C
Seymour, IN 47274
Phone: 812.522.5730
22. **South Bend**
Local 153 / 172
3371 W. Cleveland Rd, Suite
120 South Bend, IN 46628
Phone: 574.218.6700
23. **South Bend**
South Bend Schools
611 Lincoln Way East, Suite 1
South Bend, IN 46601
Phone: 574.855.1090



24. **Terre Haute**
1202 E Canvasback Dr.
Terre Haute, IN 47802
Phone: 812.514.5429
Sharing available 3/2020
25. **Winchester**
Healthworks
910 E. Washington St.
Winchester IN 47394
Phone: 765.305.0008
Opening 3/2020

WorkLifeMatters

Employee Assistance Program

Connect to a counselor for
free support services



Email:
eapcounselor@ibhcorp.com



Phone: 1-800-386-7055
Available 24 hours a day,
7 days a week*



Web: www.ibhworklife.com
User name: Matters
Password: wlm70101



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Help for what matters most

WorkLifeMatters Employee Assistance Program offers services to help promote well-being and enhance the quality of life for you and your family.

Support and guidance is available online for assistance with family and personal issues at www.ibhworklife.com and by phone at 1-800-386-7055.



Health

- Healthy Living
- Stress Management
- Mental Health
- Diet and Fitness
- Overall Wellness



Family

- Parenting Support
- Child and Elder Care
- Learning Programs
- Special Needs Help



Financial

- Legal Issues
- Will Preparation
- Taxes
- Debt
- Financial Planning Tools and Assistance

*Office hours: Monday-Friday 6am-5pm PST. Live answer exchange available after hours.

Support and guidance for you online or by phone

- You have unlimited access to support and helpful resources on our website, and you can consult with a professional counselor via telephone.
- Face-to-face counseling sessions with an IBH network provider — and up to three sessions are free of charge as part of WorkLifeMatters.
- Free initial 30 minute consultation with an attorney, with a 25% discount on attorney services thereafter.
- Unlimited telephonic support for financial problems or planning needs, and referral for face-to-face for more complex issues are provided for a fee.


**Connect to a counselor for free support services:
1-800-386-7055 (Available 24 hours a day, 7 days a week*)
Visit www.ibhworklife.com (User name: Matters Password: wlm70101)**


*Office hours: Monday-Friday 6am-5pm PST. Live answer exchange available after hours. WorkLifeMatters Program services are provided by Integrated Behavioral Health, Inc., and its contractors. Guardian does not provide any part of WorkLifeMatters Program services. Guardian is not responsible or liable for care or advice given by any provider or resource under the program. This information is for illustrative purposes only. It is not a contract. Only the Administration Agreement can provide the actual terms, services, limitations and exclusions. Guardian and IBH reserve the right to discontinue the WorkLifeMatters Program at any time without notice. The Guardian Life Insurance Company of America, 7 Hanover Square New York, NY 10004. Integrated Behavioral Health Laguna Niguel, CA. File #2016-19593 Exp. 3/18 Pub 3525


Cut here and save this convenient card for WorkLifeMatters

WorkLifeMatters

Your Employee Assistance Program through The Guardian Life Insurance Company of America and Integrated Behavioral Health

 **Email:**
eapcounselor@ibhcorp.com

 **Phone: 1-800-386-7055**
Available 24 hours a day,
7 days a week*

 **Web: www.ibhworklife.com**
User name: Matters
Password: wlm70101



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