

CSU employees and their family members who are impacted by the fires in California, may be eligible to receive one or more of the following benefits. For more information about how to request these benefits, please contact your local campus Benefits Office or contact any one of the providers we have listed below.

### **LifeMatters by Empathia Employee Assistance Program (EAP)**

LifeMatters by Empathia is a free, confidential counseling service that can assist you with recovering from the emotional and physical impact of the wildfires. Additional resources include referrals to local non-profit organizations, along with community based support. The toll-free number for LifeMatters is (800) 367-7474. If you are outside of North America you can call collect at (262) 574-2509.

### **CalPERS Health Plans**

CalPERS health plans have provided information for members who may be impacted and/or displaced due to a wildfire. The CalPERS website, <https://www.calpers.ca.gov> includes an FAQ that answers several critical questions such as continuity of care, network access, and facility closures. You can also call CalPERS directly at (888) 225-7377 or TTY (877) 249-7442.

#### **Learn more**

<https://www.calpers.ca.gov/page/active-members/health-benefits/plans-and-rates/wildfire-health-faq>

### **Optum Rx & Kaiser Permanente Pharmacy**

For information, regarding pharmacy benefits please refer to the CalPERS FAQs under the CalPERS Health Plan Response section for specific information on obtaining prescription drugs if you or your family members are impacted or displaced by the fires.

### **California Casualty Auto & Home Insurance**

CSU policy holders who have auto, homeowners or a renter's policy with California Casualty and have been forced to evacuate their home, suffer smoke damage, or suffered other fire related damage should contact California Casualty at (800) 800-9410. Additional information is available on California Casualty's website, <https://www.calcas.com/csu>.

### **Vision Service Plan (VSP)**

If you are a VSP member and you have lost or broken eyewear due to the California fires you can call the Member Services Support Line at (800) 877-7195 to have your VSP benefits reinstated regardless of eligibility. If you do not have VSP coverage, you should contact your local American Red Cross chapter, or call (800) 733-2767 and request a VSP Global Eyes of Hope gift certificate. Additional information about the Eyes of Hope gift certificate is available on VSP's website, <https://vspglobal.com/cms/vspglobal-outreach/gift-certificates.html>.

### **MetLife Legal Services**

If you are a CSU employee and have been impacted by the recent fires, you have access to MetLife's Legal Plan Disaster Relief Program until December 31, 2019. This program provides access to MetLife's network of attorneys who can provide expert legal help as it relates to disaster relief. You need not be currently enrolled in MetLife's Legal Plan. Network attorneys can review documents related to federal aid and insurance claims, identity theft issues due to lost personal documents and provide legal help related to damaged property, along with issues related to dealing with creditor and bill collectors. To contact the MetLife Legal Customer Service Center, call (800) 821-6400 and give them your employer's name, the last four digits of your Social Security number, and indicate that you're interested in the document review and consultation services offered as part of the Disaster Relief Plan. Additional information is available on the MetLife Legal Services website.

#### **Learn more**

<https://online.metlife.com/edge/web/public/benefits>

## Delta Dental

Delta Dental has affirmed their commitment to provide access to care, patient eligibility, benefits information, as well as timely payment of claims and assistance of obtaining dental records if needed during this difficult time. Any member who has special or extenuating circumstances as a result of the fires should call Delta Dental Customer Service for assistance at (800) 765-6003. Additional information is available on their website at [www.deltadentalins.com/csu](http://www.deltadentalins.com/csu).

## 403(b) Supplemental Retirement Plan

If you have a CSU 403(b) Supplemental Retirement Plan (SRP) account through Fidelity Investments, you may be eligible to withdraw money from your account under certain circumstances, even while still working. Certain taxes and penalties may apply. To learn more and see what options may be available, visit Fidelity's website at <https://nb.fidelity.com/public/nb/calstate/home>.

## Savings Plus Program - 401k/457(b)

If you have a Savings Plus supplemental retirement savings account, you may be eligible to withdraw money from your account under certain circumstances, even while still working. Visit the Savings Plus website to see what options may be available. Certain taxes and penalties may apply. To learn more, go to <https://www.savingsplusnow.com>.

## Unpaid Leave of Absence (LOA), including Family Medical Leave

An approved unpaid leave of absence allows employees to take time off work with a mandatory right of return when the leave ends. For more information regarding this leave benefit, contact your campus Benefits Office.

## Catastrophic Leave

The CSU Catastrophic Leave Program allows employees who have depleted their leave credits and must miss work due to a prolonged illness or injury (including that of an eligible family member) or due to the effect of a natural disaster/state of emergency on the employee's principal residence to request approval of catastrophic leave. For eligibility information regarding this benefit, contact your campus Benefits Office.

## Payroll Related Assistance

**Address Changes:** If you need to change your address due to a need to relocate, complete the Address Change Sections (C, F and I) on the [Employee Action Request \(EAR - STD. 686\) form](#) and submit it to your campus payroll office.

**Direct Deposit:** If you are **not** currently enrolled in Direct Deposit and would like to have your monthly wages automatically deposited into your bank account every month, please complete the [Direct Deposit Enrollment Authorization \(STD. 699\) form](#) and submit it to your campus payroll office. To ensure priority processing, please inform your campus payroll office that you have been affected by the recent wildfires.

**Warrants and W2:** In the event you need quick access to copies of your pay warrant(s) or W2 form(s), please contact your campus payroll office for assistance.