

October 27, 2020

Communiqué

Medicare Open Enrollment

Medicare Open Enrollment is currently upon us (October 15, 2020 – December 7, 2020). As you review your current insurance coverage, Willow Valley Communities advises you to be cautious when selecting a Medicare Advantage plan. If you have an insurance plan that we do not contract with, you may have expenses billed to you from your stay in skilled care, (i.e., deductibles, out of pocket costs, copays, etc.) that you would not have if you had traditional Medicare A/B and an appropriate supplemental plan.

Please note that Willow Valley Communities does have contracts with many Medicare Advantage plans, but we do not contract with the following companies:

- Cigna
- Geisinger
- Humana
- Highmark Blue Cross/ Blue Shield **Medicare Advantage Plans only** (Highmark discontinued the contract effective January 2, 2020 due to very low volume). If you have traditional Medicare and Highmark as a supplemental, there is no change.

You can still receive service; however, it would be considered “out-of-network” and could have different deductibles, co-pays, or fees.

Please refer to your Resident Agreement for more information about insurance requirements. As a Resident, it is your responsibility to know what insurance plan you have and what your coverage is as it relates to skilled care. If you do choose a new insurance plan/provider, please give Residential Nursing a copy of the new card(s).

For questions, please feel free to call the Manager of Resident Services in your community or the Supportive Living billing office (717.464.6129), located at The Glen.

Kendall— Kendall Hunsicker, Vice President of Healthcare

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CampusNET update

With Residents staying in their residences more because of COVID-19, Willow Valley Communities has experienced increased Internet usage, video conferencing, and streaming services (i.e., Netflix, Youtube, Hulu, Disney+, etc.). This has caused bandwidth usage to increase significantly and reach the limits of our CampusNET systems during peak times. This has resulted in streaming problems and longer times to load Internet content because of slower download speeds. As a result of these system limitations, we will be upgrading the CampusNET systems hardware to handle the increased bandwidth load with potential for growth.

The physical upgrade will begin on November 16 and will continue through November 20. We are scheduling service disruption for CampusTV and CampustNET to occur after 11:00 PM on Wednesday, November 18 and Thursday, November 19. Closer to the time of the upgrade, we will post further updates via the WV Info Channel as needed.

WVRC Resident Email Update

As a result of the upgrades listed above, the WVRCResident.com email domain/service will end in December 2021. Therefore, over the next year, please transition to another email domain/service such as Gmail, Yahoo, iCloud, or AOL. Unfortunately, we cannot migrate email from the WVRCResident.com email system to other email services. It is best to start transitioning to a new email service now so that by December 2021 all of your contacts are aware of your new email address.

Bob— Bob Davis, Senior Director of Information Technology

Walking Safety Tips

Many Residents like to walk, run, or exercise around the campuses. As fall and winter approach and the daylight hours become shorter, we have noticed some unsafe behaviors. As many of you continue to exercise outside, here are essential safety tips to practice:

- Walk around the perimeter of the road (not down the middle or in the road way)
- Utilize crosswalks when crossing the road
- Wear light colored or bright colored clothing
- Consider purchasing a safety vest or clothing with reflectors
- Carry a flashlight
- Put a light on your dog's leash/collar
- Drive slowly around campus

These tips are provided to help both the Residents exercising and the individuals who are driving. We are fortunate that the weather has been beautiful thus far. Please have fun, but be safe, while exercising.

Danielle— Danielle Geyer, Senior Director Manor Campus

Glennnda— Glennnda Hart, Senior Director Lakes Campus