

Benefits Resources for Associates Impacted by Hurricane Harvey



Healthcare Benefits Issues

If you are a Sysco associate impacted by Hurricane Harvey, and you are enrolled in a Sysco-sponsored medical plan, you have the following resources available to you for benefits issues:

Medical benefits:

- **BlueCross BlueShield Benefits Value Advisors** are standing by to help you find a provider or facility that fits your medical care needs and budget. To contact a Benefits Value Advisor, call the number on the back of your medical ID card.
- **Telehealth through MDLIVE** allows you to consult* with a doctor via phone or video chat for a \$40 copay, if your regular doctor is not available or if you are not able to get to your doctor's office. To register contact MDLIVE at 1-888-723-1913 or online at MDLIVE.com/Sysco.
- **BlueCross BlueShield** will relax requirements for advance notice of services for MRI and CT scans.

*This service is for non-emergency medical care only. If you need emergency care, please call 911.

Pharmacy benefits:

- **Express Scripts'** customer service team is standing by and will do all they can to ensure that you receive your medications, including:
 - Allowing you to get early fills or an emergency fill at a retail pharmacy, when mail order medications cannot be delivered. If you need to fill a medication that has been lost or damaged, the pharmacy will complete an immediate refill order.
 - Calling those that have ordered a specialty medication and re-routing the medication to an alternate address that you request.
 - Engaging additional logistics delivery vendors to help deliver medications to any safe locations, including meeting you anywhere possible — from shelters to grocery stores to street corners. You must show identification.

Need to contact your benefits provider?

If you do not have a medical ID card or you need to contact BlueCross BlueShield, Express Scripts or Vision Service Plan, **please call 1-800-55-SYSCO**. Need more information about your benefits coverage? The [Benefits Guide](#) has all of your benefits details and provider contact information.

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Vision benefits:

- **Vision Service Plan (VSP)** will relax restrictions and allow eyewear replacements. VSP members should contact VSP at 1-800-877-7195 for assistance.
- **A VSP Mobile Clinic** will be onsite in Houston providing free exams and glasses starting Monday, September 11 (possibly Tuesday, September 12, depending on logistics).
 - The VSP Mobile Clinic will be located at one of the largest American Red Cross shelters at the NRG Center (formerly Reliant Center), at Loop 610 and Kirby Street, Houston (approx. 30 miles south of IAH airport).
 - Six optometrists and up to nine VSP employees will be working in the clinic and in exam lanes at NRG Center.

Benefits Communications

Sysco is currently working on solutions to communicate with associates who are in temporary housing. To help us in this effort, please update your work address with your new or temporary mailing address in Employee Self Service (Our HR on The Dish: SAP Portal or My Info) to ensure you receive important benefits communications.

Financial Needs Issues

If you are a Sysco associate impacted by Hurricane Harvey, you have the following resources available to you for financial needs issues:

- **The Sysco Disaster Relief Foundation** can help with requests for Immediate Need Assistance or Greater Needs Assistance. To access this resource, please contact Julie Konigsmark at Konigsmark.Julie@corp.sysco.com.
- **Fidelity** can help with 401(k) loans and/or hardship withdrawals, including:
 - Expediting the process for loans and hardship withdrawals.
 - Relaxing requirements to make allowances for hardship withdrawals.
 - **Loans:** The loan amount available is \$50,000, reduced by the value of any current outstanding loans. A maximum of two loans are allowed at any time, subject to current loan provisions.
 - **Hardship:** The Hurricane Harvey Hardship will allow a hardship distribution that is pre-approved and does not require a suspension of plan contributions. As a pre-approved transaction, participants will not be required to mail in documentation to Fidelity; however, you will want to keep your documentation for your records. Additionally, this will allow the funds to be delivered to those in need much faster.

Log on to NetBenefits.com or call Fidelity at 1-800-635-4015 for questions and assistance.

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Crisis Support

If you are a Sysco associate impacted by Hurricane Harvey, you have the following resources available to you for crisis support:

- **The Employee Assistance Program (EAP)** through Optum provides:
 - Counseling services for associates and eligible family members (no maximum visits will be applied).
 - Counseling services for Sysco locations, coordinated through Human Resources.

The five visit limit will be waived for associates impacted by Hurricane Harvey. Log on to the [Optum website](#) or call 1-800-55-SYSCO.

- **The WorkLife Services Benefit** through Optum offers you confidential support and personalized information and resources to help you face everyday challenges or more serious problems. This benefit is available anytime, at no cost to you. [See all of the ways the WorkLife benefit can help you.](#)
- **Homeowners insurance and FEMA claims assistance** – Sysco is currently working on specialized services. Watch for more information coming soon.
- **Sysco’s “Perks at Work”** can help you replace household furnishings, appliances, automobiles, and more:
 - Log onto [Perks at Work](#), then:
 - Click “Register for free” button.
 - Input your preferred email address – work or personal.
 - Add your company name, “Sysco”.
 - Verify your employee ID, which is your First name + Last name + date of birth (Example: JohnSmith01251985).
 - Click “Create my account” button.
 - Check your email to obtain your password.

Need More Information?

For more information on these resources, please see the Harvey Information Exchange on The Dish.