Welcome to the April edition of your employer-focused newsletter, Connecting the Dots!

A lot has changed since our last newsletter. Of course, you've noticed an increase in communications from Concordia Plan Services over the past two weeks. We are committed to equipping our ministries with the latest information and tools needed to navigate COVID-19 so you can continue to lead your organizations during these uncertain times.

Please be assured that as we get new information, we will continue to add it to the COVID-19 page at www.concordiaplans.org, as well as the Ministry Resource site mentioned below - so check there often for new and important information. And we'll continue to send emails to ensure you get information in a timely manner. If you have questions or concerns about any communication you receive from CPS, please reach out to your Account Manager.

As promised, and for your convenience, we will continue to bring you other important information for your ministry through this newsletter, and we'll break it down by Things You Need to Do, Things You Need to Know and Things to Help Your Workers.

Remember – we archive each newsletter, so feel free to check older issues for any info you might have missed.

Do you have ideas or suggestions for this newsletter? Please share them with us!

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**Important Information**

**New Online Ministry Resource Center for COVID-19**

As we’ve been discussing the challenges that ministries are facing, we’ve realized a need for additional ministry-specific information and resources. There are some questions, answers and resources that we likely wouldn’t want to share on our public website. Many of these are related to legislative actions, human resource issues and compliance issues.

To address this content we’ve created a separate site designed only for ministry contacts in the LCMS. That site can be found at ConcordiaPlans.org/COVID-ministries. Check the site now for important information, including a Department of Labor-mandated notice that must be shared with all workers at ministries with fewer than 500 employees. You can find that in the "Additional Resources" section.

We will continue to add to this site as resources become available. Please check back often for new and updated content. **Please note that the site will not be linked from our public web site**, so you will need to bookmark the address or keep this email.

**Your Ministry Resources for COVID-19 →**

**A no-cost opportunity to get expert HR advice**

Due to the many unfortunate circumstances surrounding COVID-19, you are navigating a maze of human resource issues you've never faced before. Watch for an email about HR Services coming soon. HR Services is an online resource center that provides information on the latest legislative changes, COVID-19 resources and everyday HR issues. To help you get through these challenging times, we will be offering this as a free benefit to our ministries for the next two months. Ready to learn more now? Contact your Account Manager.
Great news! There’s nothing you HAVE to do in April, but here are a couple of things you will benefit from doing:

**Sign up for ‘COVID-19: What Ministries Need to Know’ webinar**

This special webinar is hosted by Paycor, our payroll services partner.

As COVID-19 continues to spread, many lawmakers are passing tax and compliance bills that directly affect ministries. Paycor and Concordia Plan Services are partnering to host a webinar that breaks down the latest regulations. Join us on April 23 at 10 a.m. CT so you can move forward feeling confident in understanding how these changes apply to your ministry and get back to focusing on what matters most - your mission.

[Sign Up Now →](#)

**Register for April 28 ‘Benefits Administration System Reports’ webinar**

Please note that this webinar was originally planned for March 26 and has been rescheduled for April 28. Please click the link below to register.

Join us on April 28 at 1 p.m. CT as we continue our employer webinar series! This webinar will provide you with helpful information and details regarding the Benefits Administration System Reports, including:

- An overview of available reports.
- Instructions on how to pull and use basic reports.
- Information on intermediate reports.
- Q&A session.

[Register Now →](#)

**Learn the Basics of Disability Benefits at May 6 Webinar**

Join us on Wed., May 6 at 1 p.m. CT as we observe Disability Benefits Awareness Month by providing information on the benefits offered through the Concordia Disability and Survivor Plan. This webinar covers the basic fundamentals of our disability benefits, including:

- Plan provisions.
- Administrative teams.
- Life cycle of a disability claim.

This is the first webinar of a series delivered throughout the year that is dedicated to educating LCMS employers about the disability benefits available through the CDSP.

[Register Now →](#)

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**Upcoming member communications**

Here’s a quick snapshot of the informational emails we plan to send to your workers this month (they may also receive additional communications from our vendors):

<table>
<thead>
<tr>
<th>Topic</th>
<th>Message</th>
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<tbody>
<tr>
<td>Naturally Slim</td>
<td>Workers are invited to join Naturally Slim Class 2, which kicks off May 18. Registration for Class 2 opens April 20 and closes May 1. Encourage your workers to participate in one of our most popular wellness programs that focuses on taking control of your health based on the science of eating.</td>
</tr>
</tbody>
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Reminder: Online bill pay available

Did you know that you can make payments online even if you don't use the Employer Portal? To eliminate the hassle of mail or a phone call, we recommend using our free and secure online payment system. To use this complimentary service, visit www.concordiaplans.org and select the "Pay a Bill" tab at the top right. Please have your invoice on hand, as you will need to reference the information located in the top right corner (account number, ZIP code and PIN).

Benefits Administration System: Change to 'Reverse' button

You may notice that the green "Reverse" button is no longer available when you log into the Benefits Administration System. This button was removed due to a change in security policy. If you enter an event with an error, please do not run a second event to fix the information. Instead, call Concordia Plans at 888-927-7526 and our team will assist you.

Things to Help Your Workers

Pre-Existing condition updates to the Concordia Disability and Survivor Plan

Please make note of an update regarding pre-existing conditions and the Concordia Disability and Survivor Plan:

Disabilities that began on or after Jan. 1, 2020 may be eligible to receive disability benefits within the first 13 weeks of his/her disability for a condition that was present in the three months prior to the member's enrollment in the Concordia Disability and Survivor Plan. Benefits beyond 13 weeks will only continue if a pre-existing condition was not present and the member remains medically disabled.

Please visit the Disability & Maternity Leave section of ConcordiaPlans.org for full details on CDSP benefits or call 888-927-7526 for questions and concerns.

Remind Workers to use their telehealth benefit

Your workers recently received an email from us about the telehealth benefit they have with their Concordia Health Plan option. We're reminding them to use telehealth during this time when they're asked to stay home and not go out.

Telehealth lets your workers access health care and counseling from board-certified providers via computer, smartphone or tablet and is a good solution to getting a diagnosis, treatment plan and even a prescription for common illnesses, such as:

- Flu.
- Stress, anxiety and other emotional support.
- Skin conditions.
- Allergies.

In this time of social distancing, the demand for telehealth is at an all-time high. To avoid long wait times, workers can

Total Benefits Guide available online - now printable!

Need a little help talking to your new hires (or even your long-time workers) about their benefits? Wish you had an overview or summary to illustrate all of the solutions they have access to? Now you can access the Concordia Plans Total Benefits Guide online! Take your workers on a tour of their benefits using our interactive guide, or opt for using the printable version if you'd like to make handouts for your employees.

Both versions will also be on the Resources tab in the Employer Portal to access in the coming weeks.
schedule an appointment with a telehealth provider.

Encourage your workers to use their telehealth benefit.

Access to Telehealth →