

We have posted a [Coronavirus News](#) item on the NASI Welfare Fund's website. The news item includes links to CDC's twitter feed and several web resources.

It also reminds members about MDLive and includes the link for members to sign up for MDLive. Similarly, we mention the ComPsych resource (referred to as "Guidance Resources") for those that might want to take advantage of that.

As things change, we can update this. It is my understanding that many of your Local's webpages are automatically updated with news items like this, so I send the to your for your information.

Mike Jacobson

From: Mike Jacobson

Subject: RE: NASI Fund Office Operations in light of COVID-19

Last week, I sent you information about expectations for NASI Fund Office Operations in the coming days. Those days are here. We are operational, but many are working remotely and we expect our remote staffing to expand to more staff in the coming days.

One additional resource I wanted to give you are new email addresses for use in addition to the mail@nasifund.org general mailbox. These additional emails will be received by the specific department and, if used, will tend to reduce the lag caused by the need to distribute the email from the general email box. Please feel free to continue to use mail@nasifund.org, but you may now also use (and encourage your members to use) the following addresses:

Claims@nasifund.org

Pension@nasifund.org and

SIS@nasifund.org

If someone used an "incorrect" email address (for example, sends a claims question to SIS@nasifund.org), that email will still be routed to the correct person for response within our organization.

We hope this will be a useful additional avenue of contact to you and your members.

Mike Jacobson

From: Mike Jacobson

Sent: Friday, March 13, 2020 1:53 PM

To:

Subject: NASI Fund Office Operations in light of COVID-19

Starting next week, schools are closed in Maryland. This will cause some disruption in our usual level of staffing as many of the Funds' staff have school-age children. The attached document, the text of which is below, is to provide some assurance that the critical tasks at the Fund Office will occur in a timely manner. While we expect our level of service to be somewhat disrupted, there are steps members and contractors can take to get service beyond just calling the toll-free number.

On a practical level, I have included a bit of basic information about COVID-19 along with a reminder that **MDLive** is a particularly useful resource if a member wants a medical opinion about whether they need to take additional steps considering how they are feeling.

Feel free to distribute the attached message to any you think might benefit from receiving it.

Mike Jacobson

Message
from the
National Automatic Sprinkler Industry Fund Office

Pension Benefits and Medical Claims Will Be Paid

With the disruption caused by COVID-19, we expect that Fund Office operations will not be as smooth as usual for some weeks. While we have been preparing for this possibility for some time, nevertheless, we expect that the breath of the disruption in Maryland will cause some delays in some normal Fund Office operations. While members can be assured that essential tasks of the Fund Office, like get pension benefits paid on time, **will not be affected** by staffing disruption, we also recognize that telephone service may be difficult with many on staff working remotely in the coming weeks.

Contacting the Fund Office

Our toll-free telephone number, 800-638-2603, will work, but with distributed staffing, there may be a longer-than-usual time in the queue before the Fund Office staff can provide service. In order to provide the best level of service, if your members are having trouble reaching us by telephone we encourage them to contact us through email at Mail@nasifund.org. Emails can be distributed to the staff person best able to provide the service requested. Emails should contain the member's name and SFI (or NMT) ID number (do not include a Social Security Number in an email) and a brief description of the question or what is needed. If what someone needs is to talk to a Fund staff person on the telephone, emailing that request with a brief description of the subject and a telephone number and the best times for that person to receive a call would be helpful. Remote staff will have secure computer access to our computer network and will try to call back at a time convenient to the member.

Employer Contributions

We encourage all contractors to pay the monthly contributions for their employees on the NASI web remittance portal. It is the best way to be sure there is no disruption in contribution reporting and to avoid late payments due to slow or inconsistent mail service. If the company is not setup yet for online reporting, please have them contact the Remittance Department at Mail@nasifund.org.

Regarding COVID-19

What are the symptoms of the coronavirus?

- Fever
- Cough
- Shortness of Breath

What should a person do if they think they have COVID-19?

Seek medical advice; either from their own doctor or an urgent care facility (In-Network, of course). Members who are not yet eligible for Medicare can use [MDLive](#) at no cost to them. [MDLive](#) is well suited to provide medical advice as to what additional steps may be appropriate on a case-by-case basis. The web-link for [MDLive](#) is on the NASI Welfare Fund webpage under “Fund Providers”.