



To: All US Team Members
From: Lynn Ahlers, Vice President of Total Rewards
Date: March 17, 2020
Subject: Medical and Prescription Benefits

The health and safety of our team members and customers remains our top priority, and our thoughts are with those impacted by the novel Coronavirus (COVID-19) global pandemic. Since it first surfaced, our teams have been monitoring the situation closely and taking actions to keep our team members and our customers healthy and safe.

As COVID-19 continues to spread, we understand you may have concerns about accessing medical care and prescription medications – especially if you or your loved ones have a chronic or complex condition.

Signet's Employee Assistance Program (EAP) vendor, Morneau Shepell, is available to all Signet team members and their families. The EAP can help you deal with stress and mental health challenges related to the COVID-19 virus and isolation issues if you are quarantined. You can visit the EAP at <https://workhealthlife.com/us> (enter the company name Signet Jewelers or create your own personal account). You can call the EAP at 855-848-6388.

Team members who do not have health insurance can contact their state department of health to learn about available resources and COVID-19 testing. You can find your state's department of health here <https://www.cdc.gov/publichealthgateway/healthdirectories/healthdepartments.html>.

Medical

For team members who have elected Signet Health Insurance coverage, Quantum Health is prepared to assist our Team Members and their families that are covered by our medical plan. Quantum and United Healthcare have taken steps to prepare for the increased demand the US health system may face in the coming weeks and they are prepared to assist plan participants seeking care and testing related to the COVID-19 virus. Quantum and United Health's practices are in line with Signet's and follow the Centers for Disease Control and Prevention ([CDC](#)) and World Health Organization ([WHO](#)) guidelines for COVID-19 prevention, testing and treatment.

United Health is waiving member cost sharing (deductibles and coinsurance) related to the COVID-19 testing. Participants will still be responsible for other/additional expenses related to the doctor or hospital visit.

If you need help accessing medical care, you can contact Quantum Health by visiting www.signetmyqhealth.com or by calling (877) 498-5079.



The Quantum app is also a great resource for team members that want to locate a provider or chat with a Quantum representative. Covered members also have access to Quantum Health Nurses and Care Coordinators.

For a full list of Signet's benefit vendors and their contact information or for more in-depth benefits information please access the Signet 2020 Benefits Enrollment guide from the Team Member Resources tab at www.signetjewelers.com.

For additional information on COVID-19, United Health/Optum has created this video https://optum.video.uhc.com/media/20006-UHC-E%26ampBI-Coronavirus+Primer-720p/1_frglz4iz

Prescription Coverage

CVS Caremark is taking steps to protect member access to medication. We encourage you to refill maintenance medications with a 90-day supply or up to the plan maximum. In addition, Caremark is taking steps to support our plan members during the COVID-19 outbreak.

- **Relaxed refill restrictions.** We are temporarily waiving early refill limits on 30-day prescriptions for maintenance medications at any in-network pharmacy. You can now fill maintenance medication prescriptions ahead of schedule.
- **Free home delivery.** CVS Pharmacy has waived charges for home delivery of all prescription medications. The CDC encourages people at higher risk for COVID-19 complications to stay at home as much as possible, so this convenient option can help you avoid coming to the pharmacy for refills or new maintenance prescriptions. As always, there is no charge for delivery of prescriptions filled by CVS Caremark Mail Service pharmacy, when you choose mail. If you choose this option and you have questions you can contact Caremark at (800) 386-0324.

What can you do?

Caremark, Quantum and United healthcare all use your personal contact information in Workday to communicate with you. Please make sure your contact information, including your email address, is up to date in Workday.

Although a vaccine currently is not available to protect against COVID-19 infection, you can reduce your risk of infection by following CDC and WHO guidance, which includes washing your hands often, avoiding touching your eyes, nose, or mouth with unwashed hands, and avoiding close contact with people who are sick.

For information about hand washing, see the CDC's [Clean Hands Save Lives](https://www.cdc.gov/cleanhands/) website.