



Mutual of Omaha continues to monitor coronavirus (COVID-19)

As you've likely seen in recent news coverage, the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC) are closely monitoring a global outbreak of respiratory illness referred to as the coronavirus or COVID-19. Although the situation continues to evolve, we would like to share a few updates with you around ensuring the safety of both our employees and our commitment to our customers.

Business Continuity Plan in Place

Mutual of Omaha has a multi-disciplinary team of subject matter experts meeting daily to closely monitor, assess and respond to the coronavirus situation as it develops. We are activating precautionary measures in our office locations nationwide and working with associates regarding travel and other health-related questions and concerns. Mutual of Omaha remains committed to providing superior service to our customers, business partners, policyowners and insureds, and we are taking active steps to prevent any interruption in our business processes.

Group Disability Claims

As with any illness, disability and similar leave claims related to the COVID-19 virus will be evaluated according to the terms of the policy and the facts specific to that claim. Generally, a person who is not sick but misses work due to a quarantine is not entitled to disability benefits. However, certain paid leave programs may be involved depending on the situation, so as always, it is best to review the applicable policy, plan or program documentation.

Also, due to the nature and typical length of isolation, we expect that some absences will fall under employers' paid sick or PTO plans. Mutual of Omaha is

here to help if you'd like to review how your disability plan fits with other paid leave policies.

AbsenceProSM - FMLA Claims

One of the primary questions related to the coronavirus is whether leave taken due to COVID-19 qualifies for protection under FMLA. [Click here](#) for a document on information and guidance.

Additional information and resources are available through the [U.S. Centers for Disease Control and Prevention](#) and the [World Health Organization](#).

Employee Assistance Program (EAP)

Customers who have EAP services with us have access to a broad range of resources and services. This includes:

- Access to EAP Professionals 24 hours a day, seven days a week (Toll-free Number: 800-316-2796)
- Face-to-face sessions with a counselor, if eligible
- A comprehensive online legal and financial resource library

If you have any questions, please contact your local Sales Representative.

Mutual of Omaha Insurance Company

[Privacy Policy](#) [Terms of Use](#) [View Web Version](#)



© 2020 [Mutual of Omaha Insurance Company](#). All rights reserved.

3300 Mutual of Omaha Plaza

Omaha, NE 68175, US

Insurance products and services are offered by Mutual of Omaha Insurance Company or one of its affiliates. Home office: 3300 Mutual of Omaha Plaza, Omaha, NE 68175. Mutual of Omaha Insurance Company is licensed nationwide. United of Omaha Life Insurance Company is licensed nationwide, except in New York. Companion Life Insurance Company, 888 Veterans Memorial Highway, Hauppauge, NY 11788-2934, is licensed in New York. Each underwriting company is solely responsible for its own contractual and financial obligations. Some exclusions or limitations may apply.