

Addressing Your COVID-19 Concerns

Mar 27, 2020



There are many questions right now about the coronavirus (COVID-19), and we have many resources available to us – both internally and externally.

In the March 17 article [Resources to Stay Informed](#) on the *FirstEnergy Today* portal, we shared resources FirstEnergy has developed to keep you informed. The new hotline number and the mailbox have since experienced a high volume of inquiries regarding the COVID-19 situation.

In lieu of calling or emailing the FirstEnergy Reporting Center, we encourage you to use the newly developed online screening form to help expedite the process so your concerns can be addressed as soon as possible. Please complete in detail the [Medical Illness Screening Form](#) and submit the form using the link provided. A nurse case manager or HR representative will then contact you as soon as possible.

If you choose to contact the FirstEnergy Reporting Center, remember to follow these guidelines:

- The FirstEnergy Reporting Center is designed to give guidance to FirstEnergy employees regarding symptoms of and potential exposure to serious respiratory illness such as COVID-19 and influenza.
- For concerns about treatment and care for other illnesses, please contact your primary care physician.
- If you have questions NOT related to your health, such as time coding, travel guidelines, flexible work arrangements, etc., please contact your supervisor or your local HR representative.
- Consider using another resource, like one of the sites below, to obtain useful information.

Continue to check the *FirstEnergy Today* portal for any updates. Visit the [Corporate Health & Safety SharePoint](#) site or [MyFirstRewards.com](#) for the latest COVID-19 information. And please print and post important information for employees who do not access the portal routinely.

FirstEnergy-related resources

- [Benefit Contacts](#)
- [Anthem](#)
- [CVS Caremark](#)
- [Life Resources EAP](#)
- [MyFirstRewards](#)

External Resources

- [Centers for Disease Control \(CDC\)](#)
- [World Health Organization \(WHO\)](#)
- [National Institute of Health \(NIH\)](#)

State websites in the FirstEnergy service territory

- [Ohio](#)
- [Maryland](#)
- [New Jersey](#)
- [New York](#)
- [Pennsylvania](#)
- [West Virginia](#)