

MC&FP COVID-19 Outreach and Engagement Efforts

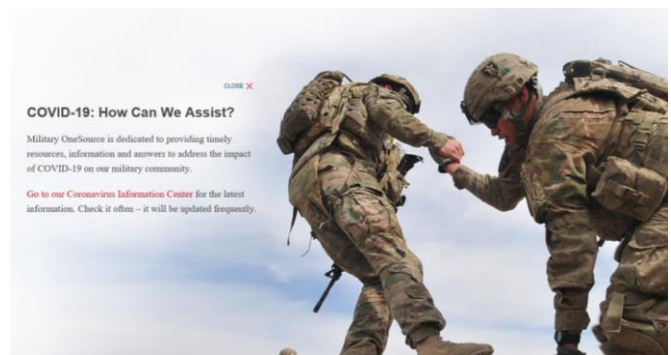
Current as of March 22, 2020



COMPLETED TO-DATE

MilitaryOneSource.mil/coronavirus

- Stood up MilitaryOneSource.mil/coronavirus on Friday, March 13
<https://www.militaryonesource.mil/coronavirus>
- Added COVID-19 alert function throughout MilitaryOneSource.mil on Sunday, March 15 to create awareness about the landing page
- Added link to the coronavirus landing page under the Quick Access Menu on MilitaryOneSource.mil
- **(New)** Updated www.MilitaryOneSource.mil homepage image with COVID-19 button (replacing Promise button)
- Articles completed:
 - **(New)** Non-medical Counseling for Youth Now Available by Video
<https://www.militaryonesource.mil/confidential-help/non-medical-counseling/military-onesource/non-medical-counseling-for-youth-now-available-by-video>
 - Take Advantage of Online Learning Resources While Schools Are Closed
<https://www.militaryonesource.mil/family-relationships/family-life/preparing-your-family-for-emergencies/online-learning-resources-while-schools-are-closed>
 - Staying Safe While Staying Healthy: Tips for Military Families
<https://www.militaryonesource.mil/family-relationships/family-life/preventing-abuse-neglect/staying-safe-and-healthy>
 - How to Get Home Delivery for Medications Under TRICARE
<https://www.militaryonesource.mil/health-wellness/healthcare/how-to-get-home-delivery-for-medications-under-tricare>
 - MWR Digital Library Helps Relieve COVID-19 Cabin Fever
<https://www.militaryonesource.mil/recreation-travel-shopping/recreation/libraries/mwr-digital-library-helps-relieve-covid-19-cabin-fever>



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- Navigating Relationship Safety During the COVID-19 Pandemic
<https://www.militaryonesource.mil/family-relationships/family-life/preventing-abuse-neglect/navigating-relationship-safety-during-the-covid-19-pandemic>
- Coronavirus Support Update – MyCAA
<https://www.militaryonesource.mil/family-relationships/family-life/preparing-your-family-for-emergencies/coronavirus-support-update-mycaa>
- Tips for Teleworking During the Outbreak of Coronavirus Disease 2019
<https://www.militaryonesource.mil/family-relationships/family-life/preparing-your-family-for-emergencies/teleworking-during-the-coronavirus-outbreak>
- Support for Financial Stresses Caused by COVID-19
<https://www.militaryonesource.mil/financial-legal/personal-finance/protecting-your-finances/support-for-financial-stresses-caused-by-covid-19>
- What Do Travel Restrictions Mean for Military Families
<https://www.militaryonesource.mil/moving-housing/moving/planning-your-move/what-do-travel-restrictions-mean-for-military-families>
- Guidance for Department of Defense Civilians
<https://www.militaryonesource.mil/family-relationships/family-life/preparing-your-family-for-emergencies/guidance-for-civilians>
- Coronavirus Support Update – Spouse Education and Career Opportunities
<https://www.militaryonesource.mil/family-relationships/family-life/preparing-your-family-for-emergencies/coronavirus-updates>
- What Do Travel Restrictions Mean for Service Members?
<https://www.militaryonesource.mil/moving-housing/moving/planning-your-move/what-do-travel-restrictions-mean-for-service-members>
- When You Have to Travel: Preventing the Spread of COVID-19
<https://www.militaryonesource.mil/recreation-travel-shopping/travel/travel-planning/preventing-the-spread-of-covid-19-while-traveling>
- Coronavirus Support Update – Military OneSource Resources
<https://www.militaryonesource.mil/family-relationships/family-life/preparing-your-family-for-emergencies/coronavirus-updates>
- Checking for Coronavirus-Related Closures on Your Installation
<https://www.militaryonesource.mil/family-relationships/family-life/preparing-your-family-for-emergencies/checking-for-installation-closures>
- Request Emergency Financial Assistance if Impacted by COVID-19
<https://www.militaryonesource.mil/financial-legal/personal-finance/borrowing/coronavirus-financial-assistance>

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- New Travel Restrictions May Impact Your Permanent Change of Station including links to Move.mil fact sheet and Local Personal Property Office location
<https://www.militaryonesource.mil/moving-housing/moving/moving-and-deployment/travel-restrictions-may-impact-pcs>
- Travel Guidance for Department of Defense Civilians
<https://www.militaryonesource.mil/recreation-travel-shopping/travel/travel-planning/civilian-travel-guidance>
- Learn the Warning Signs of 'Military Scams'
<https://www.militaryonesource.mil/military-life-cycle/friends-extended-family/learn-the-warning-signs-of-military-scams>

Blog Brigade

- COVID-19: The Impacts on Travel Restrictions and PCS'ing by Katelyn Nixon
<https://blog-brigade.militaryonesource.mil/2020/03/19/covid-19-the-impact-on-travel-restrictions-and-pcsing/>
- Call for MilSpouse blogger on establishing new routines, keeping morale high, etc. during COVID-19.
- Keeping "Work" in Telework When You Have Kids at Home
<https://blog-brigade.militaryonesource.mil/2020/03/17/keeping-the-work-in-telework-when-you-have-kids-at-home>

Other work:

- **(New)** Added link to Defense.gov article on COVID-19 Guidance on Impacts to Transition Assistance Program and Yellow Ribbon Reintegration Program Events:
<https://www.defense.gov/Newsroom/Releases/Release/Article/2120058/covid-19-guidance-on-impacts-to-transition-assistance-program-and-yellow-ribbon/>
- **(New)** Added link to DFAS status during COVID-19:
<https://www.dfas.mil/>
- Posted link to the Military Health System COVID-19 toolkit:
<https://health.mil/About-MHS/MHS-Toolkits/COVID-19-Toolkit>
- Added link to DECA article, Commissaries adjust shopping limited, implement "No ID touching," begin 100% ID checks and prepare for suspension of early bird hours:
<https://commissaries.com/our-agency/newsroom/news-releases/commissaries-adjust-shopping-limits-implement-no-id-touching>

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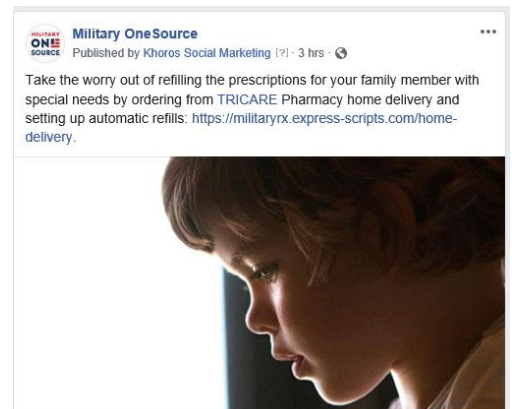
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- Added link to AAFES article, AAFES Committed to Supporting Warfighters During COVID-19 Pandemic:
<http://publicaffairs-sme.com/ExchangePost/2020/03/18/army-air-force-exchange-service-committed-to-supporting-warfighters-during-covid-19-pandemic/>
- On March 15, sent an eBlast to all 21,3523 Military OneSource subscribers and account holders about landing page and continuing 24/7 support
- Added link to DoDEA school closings webpage:
<https://www.dodea.edu/coronavirus.cfm>
- Added link to DECA article, Commissaries cancel spring sidewalk sales, product demos and more amid COVID-19 concerns:
<https://commissaries.com/our-agency/newsroom/news-releases/commissaries-cancel-spring-sidewalk-sales-product-demos-and-more>

Social posts on Military OneSource Facebook and Twitter pages

- (New) EFMP families and prescription refills
- (New) CDC recommendation to have 90-day supply of prescriptions on hand
- (New) TRICARE prescription refill options social post
- (New) Yellow Ribbon Reintegration Program response to COVID-10
- (New) Myths vs. Facts: Leave
- (New) Transition Assistance Program response to COVID-19
- (New) Commissaries adjust hours, implement 'no ID touching' policy
- (New) Burn Stress and Get Fit With Health and Wellness Coaching
- Military OneSource Facebook Live daily update - Tips for teleworking and dealing with cabin fever
- Myths vs. Facts: travel Restrictions for Service Members
- Promoted Navigating Relationship Safety During the COVID-19 Pandemic article
- What to do if You are sick Infographic



Military OneSource
Published by Khoros Social Marketing [?] · March 21 at 1:30 PM · 🌐

Avoid a trip out of the house with TRICARE Pharmacy home delivery options. Get a 90-day supply of your Rx that saves you more money than retail copays on a 30-day supply. <https://www.militaryonesource.mil/.../how-to-get-home-deliver...>

TRICARE PHARMACY COSTS	Generic Formulary Copayment	Brand Name Formulary Copayment	Non-Formulary Copayment	Not Covered
Military Pharmacy (90 Day Supply)	\$0	\$0	Generally not available without medical necessity.	Not Available
TRICARE Pharmacy Home Delivery (90 Day Supply)	\$10	\$29	\$60	Not Available
Retail Network (30 Day Supply)	\$13	\$33*	\$60*	Full Cost

Active duty service members have a \$0 copay for covered drugs at any pharmacy.
* For all beneficiaries except active duty service members, select brand name maintenance medications (open for long-term conditions) may only be filled from retail and then must be filled on home delivery or military pharmacy.

TRICARE.mil/costs

MILITARYONESOURCE.MIL
Get Your Prescriptions Delivered
Use TRICARE Pharmacy home delivery.

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- Promoted MilSpouse blog on dealing with travel restrictions and PCS'ing
- Military OneSource Facebook Live announcing the www.MilitaryOneSource.mil/coronavirus landing page
- Military OneSource financial counselors and resources
- Promoted MilSpouse bloggers blog on teleworking
- COVID-19 Myths/Facts quiz
- Travel restrictions FAQs
- Promoted the Military Health Systems Nurse Live call volume issue and options post
- Promoted the announcement of the TRICARE Q&A Facebook Live event
- Co-streamed the TRICARE Q&A Facebook Live event
- Travel restrictions for service members
- Preventing the spread of COVID if you must travel
- Service relief societies
- MilitaryOneSource.mil/coronavirus landing page
- DECA directory message to customers
- DECA canceling sidewalk sales and product demos
- Non-medical counseling services due to stress available
- PCS resources during stop movement
- TSP continuity of services
- PSC FAQs at Move.mil