

G & L Newsletter 2020



“George & Lynch will always be the preferred company that provides high-value added services to safely build, operate and maintain infrastructure that supports the continued quality of life in our communities.”

Chris' Corner

At the recent Safety Meeting, I spent the early part of my presentation announcing awards and other recognition the company received over the past year. While those awards are presented in the name of George & Lynch, we know it is the people working on and at the project that are responsible for our success. We had several outstanding projects over the past year. I'm glad I had the opportunity to mention at least a few. There is at least one more that deserves recognition. It will not be recognized specifically as a paving project so I am doing that here. That project is Taxiway D at the Delaware Coastal Airport in Georgetown for Sussex County, Delaware.

For the past dozen years; we've paved runways, taxiways, intersections, ramps, and tie-down areas at various regional airports and Dover Air Force Base. Each one had its own challenges meeting stringent specifications for hot mix materials quality, compaction, spot elevations, and slopes. We've performed under the inspection of various engineers, but one has been involved with several projects. Delta Airport Consultants sets high expectations and their scrutiny doesn't waiver. I'm not criticizing them, though we haven't always been in agreement. In hindsight, I have to say they've made us improve our processes and perform better. The result for this project is the best quality airport project to-date, with the highest accuracy considering all measured criteria.

Obviously, the paving crew deserves credit for the final surface. Everyone that prepared

the sub grade, sub base and performed work related to the project is responsible for a successful project. Alfonso Cintron, Don Stratman, Brandon Cintron, George Cahall, Brian Gsell, Richard Haass, Mike Lyon, Larry Zuchelli, Tod Connolly & Chuck Krupka along with their crews all did an excellent job!

The completion of this job coincided with acquisition of our new drone. We can use it for topographical survey and volume calculations. In this case, we used it for some project photos that will be used for award submissions. One more thing. We used a laser system on a rented grader to provide high accuracy while preparing the sub grade and sub base. Seeing the value for future work, we purchased the system and recently installed it on one of our dozers to supplement GPS systems already in use.

In appreciation,

Chris Baker

Years of Service Awards at the 38th Annual Safety Meeting

On February 28th, the 38th Annual Safety Meeting was held at the Modern Maturity Center in Dover. 200+ employees along with vendors representing our health benefits and 401(k) provider were treated to a fantastic breakfast and several guest speakers. Along with Ken's safety talk, Scott from Travelers provided an excellent presentation on distracted driving which ended with a short video that captivated everyone's attention. Along with him, we had an HR professional provide a fantastic presentation concerning Workplace Harassment. Len also provided an EEO update followed by a "State of the Company" presentation from Chris. The meeting finished up with the Years of Service Awards and the vendor prizes. Thanks to all that attended and we look forward to seeing you on the LAST FRIDAY in FEBRUARY in 2021 (February 26th, 2021)



Employees enjoying the 38th Annual Safety Meeting Breakfast



5 Year Safety Awards



10 Year Safety Awards



15 Year Safety Awards



20 Year Safety Awards



30 Year Safety Awards



35 Year Safety Awards



40 Year Safety Awards



EDUCATIONAL GROWTH AVAILABLE FOR ALL EMPLOYEES

One of George & Lynch's most important assets are the people that work here. We would like to invest in you and help you succeed in your career path. Education is always a good way to grow and as an ABC member we have access to courses that could help. I have some examples of the courses offered below and if you are interested please let us know.

- Project Cost Management
- Project Quality Management
- Managing Real World Projects
- The Effective Manager's Toolbox
- Performance Management

- Excel Tips & Tricks

Christy Funk

KEN HEINSCH - SAFETY

During the Annual Safety Meeting I discussed Sprains and Strains. I would like to take this opportunity to discuss the subject again.

Sprains and Strains make up one third of all injuries in construction. A sprain is where damage occurs to a ligament. A ligament is the tough, fibrous tissue that connects bones to other bones. A sprain injury involves the stretching or tearing of this tissue. Ankle, knee, and wrist sprains make up the majority of this type of injury. A strain is an injury to either a muscle or tendon. This tissue connects muscles to bones. Back injuries are the most prevalent strain injury. These injuries can be painful, disabling, and can be accompanied by long recovery periods. Maintaining good physical fitness is essential in avoiding sprains and strains.

To minimize sprains, observe the following practices:

1. Practice safety measures to prevent falls. For example, keep your work area free of debris and clutter.
2. Avoid strenuous activity when overly tired or in pain.
3. Use extra caution when working on slippery surfaces.
4. Use extra caution when walking across uneven surfaces. These areas could easily cause one to twist a knee or ankle. Uneven surfaces are quite common in our work areas.

5. When stepping off or over objects, always look where you are placing your feet. Do not step blindly.
6. Check for holes or objects where you intend to step before putting your full body weight on your feet.

To minimize the possibility of incurring strains please observe the following practices:

1. Whenever possible, arrange your work areas to minimize heavy lifting by yourself and others.
2. Before any lifting activity (including hand digging etc.) always “warm up” by doing some moderate stretching exercises. I don’t mean a regimen of calisthenics, but stretch your muscles out.
3. Always plan your lift. Check out the object to see if it is too heavy or awkward. Get help if you know the object is heavy, bulky, or unbalanced. Use mechanical or equipment means to lift whenever possible.
4. If you must lift an object, use your power zone. This is the area from mid-thigh to mid-chest. Use extreme caution when lifting objects over 50 pounds.
5. Push or pull objects whenever possible. Pushing is always preferable.
6. Carry objects close to your body.
7. Always lift with your legs and not your back.

These are just a few examples of ways to minimize these types of injuries, but as always, practice good common sense.

Be safe out there!

Ken

HR Corner - Katie Murphy

Hi Everyone,

Please take a few moments to read through the materials in the HR Corner.

If anyone has any questions. I'm available to you:

Katie Murphy, HR Manager

(office) 302-342-3136

(cell) 302-218-4351- (also by text)

(e-mail) kmurphy@geolyn.com

Thank you! Let's make this benefit year a successful and HEALTHY one!!!

Katie



KEEP YOUR COMMUNITY HEALTHY

Public health is a
public responsibility!

Take a look at these helpful tips
for adoptable ways to prevent
the spread of disease among
yourself and others!

DID YOU KNOW?

You can make a significant impact on the overall
health status of your community!

By taking preventative measures to protect
yourself from diseases, you will be protecting
others as well!

Wellworks For You
www.wellworksforyou.com
 **800.425.4657**

Clean Your Hands Often

Sing the Happy Birthday song in your head for 20 seconds –
that's all the time it takes to effectively wash your hands!
Lather the soap covering the entire surface of your hands and
wrists and thoroughly rinse. If there is no soap available, an
alcohol-based hand sanitizer is recommended. Avoid
touching eyes, nose, and mouth if your hands are not washed.

Clean Common Areas Frequently

Make sure there are plenty of ready to use cleaning supplies
nearby all common area surfaces. It's a team effort to keep a
workspace clean. Everyone can contribute to sanitizing the
area by wiping down equipment regularly and creating a
routine of cleanliness!

Stay Home and Stop Spreading

This one's easy: don't come to work if you are sick and
contagious! Monitor your symptoms while at home, and work
with a healthcare professional to receive treatment. Continue
to take preventative action at home, such as washing your
hands and disinfecting common surfaces, in order to prevent
the spread of germs from reaching your family.

Resources: Centers for Disease Control and Prevention



Do you know the average wait time in the ER for Non-emergent issues?

Over 4 Hours!!!!!!!

So where do you go for care? You have options!



Nurseline 888-258-3428	Telemedicine Amwell/Dr on Demand	Your Doctor	Urgent Care	Emergency Room
No Cost	\$5 Co-Pay	\$10 Co-Pay	\$50 Co-Pay	\$150 Co-Pay
When you're uncertain where to go for care, start here. Call anytime to speak with a registered nurse.	Access a virtual/online doctor visits or telemedicine.	Your doctor knows your medical history, so if your condition is urgent, seeing her/him is usually best.	Urgent care is when your health concern requires treatment but isn't life threatening. It is generally a shorter wait than an emergency room.	The ER is for emergencies. If your condition isn't life threatening, you may want to visit an urgent care center, your doctor's office or utilize a telemedicine visit.
Examples: <ul style="list-style-type: none">Anytime you're not sure where to go for care3 a.m. feverWeekend sprained ankleSore throat on vacation	Examples: <ul style="list-style-type: none">BronchitisCold/FluDiarrheaEar achesFeverMigraine headachesPink eyeRashSinus problems	Examples: <ul style="list-style-type: none">Annual physicalsRoutine medical careImmunizationsEar aches / Sore throatFeverManagement of chronic medical conditionsBack painLaboratory testing	Examples: <ul style="list-style-type: none">More serious virusSprains, strains and minor fracturesMild vomiting or diarrheaEar infectionMinor burnsMinor cuts that may need stitches	Examples: <ul style="list-style-type: none">Difficulty breathingDifficulty speaking or walkingPain in the chestFainting or dizzy and weakSudden or severe painChanges in vision

PLEASE NOTE: If you or someone you know seems to be having a heart attack, stroke, difficulty breathing or other perceived life threatening event, call 911 or go directly to an emergency room.

2020 Preventive Schedule




Effective 1/1/2020

PLAN YOUR CARE: KNOW WHAT YOU NEED AND WHEN TO GET IT

Preventive or routine care helps us stay well or finds problems early, when they are easier to treat. The preventive guidelines on this schedule depend on your age, gender, health and family history. As a part of your health plan, you may be eligible to receive some of these preventive benefits with little to no cost sharing when using in-network providers. Make sure you know what is covered by your health plan and any requirements before you receive any of these services.

Some services and their frequency may depend on your doctor's advice. That's why it's important to talk with your doctor about the services that are right for you. CHIP Members may have additional preventive services and coverage. Please check the CHIP member booklet for further details of CHIP coverage of preventive services.

QUESTIONS?

-  **Call Member Service**
-  **Ask your doctor**
-  **Log in to your account**

Adults: Ages 19+



Male























Female

General Health Care

  Routine Checkup* (This exam is not the work- or school-related physical)	<ul style="list-style-type: none"> Ages 19 to 49: Every 1 to 2 years Ages 50 and older: Once a year
  Depression Screening	Once a year
 Pelvic, Breast Exam	Once a year

Screenings/Procedures

 Abdominal Aortic Aneurysm Screening	Ages 65 to 75 who have ever smoked: One-time screening
  Ambulatory Blood Pressure Monitoring	To confirm new diagnosis of high blood pressure before starting treatment
 Breast Cancer Genetic (BRCA) Screening (Requires prior authorization)	Those meeting specific high-risk criteria: One-time genetic assessment for breast and ovarian cancer risk
  Cholesterol (Lipid) Screening	<ul style="list-style-type: none"> Ages 20 and older: Once every 5 years High-risk: More often
  Colon Cancer Screening (Including Colonoscopy)	<ul style="list-style-type: none"> Ages 50 and older: Every 1 to 10 years, depending on screening test High-risk: Earlier or more frequently
  Certain Colonoscopy Preps With Prescription	<ul style="list-style-type: none"> Ages 50 and older: Once every 10 years High-risk: Earlier or more frequently
  Diabetes Screening	High-risk: Ages 40 and older, once every 3 years
  Hepatitis B Screening	High-risk
  Hepatitis C Screening	High-risk
  Latent Tuberculosis Screening	High-risk
  Lung Cancer Screening (Requires prior authorization and use of authorized facility)	Ages 55 to 80 with 30-pack per year history: Once a year for current smokers, or once a year if currently smoking or quit within past 15 years

* Routine checkup could include health history; physical; height, weight and blood pressure measures; body mass index (BMI) assessment; counseling for obesity, fall prevention, skin cancer and safety; depression screening; alcohol and drug abuse, and tobacco use assessment; age-appropriate guidance; and intimate partner violence screening and counseling for reproductive age women.

PREV/SCHNG-W-7














Adults: Ages 19+





Screenings/Procedures

 Mammogram	Ages 40 and older: Once a year including 3-D; baseline mammogram can be performed on women ages 35 to 39 based on Delaware state mandate
 Osteoporosis (Bone Mineral Density) Screening	Age 65 and older: once every 2 years. Younger if at risk as recommended by physician
 Pap Test	<ul style="list-style-type: none"> Ages 21 to 65: Every 3 years, or annually, per doctor's advice Ages 30 to 65: Every 5 years if HPV or combined Pap and HPV are negative Ages 65 and older: Per doctor's advice
 Sexually Transmitted Disease (STD) Screenings and Counseling (Chlamydia, Gonorrhea, HIV and Syphilis)	Sexually active males and females

Immunizations**





 Chicken Pox (Varicella)	Adults with no history of chicken pox: One 2-dose series
 Diphtheria, Tetanus (Td/Tdap)	<ul style="list-style-type: none"> One-time Tdap Td booster every 10 years
 Flu (Influenza)	Every year (Must get at your PCP's office or designated pharmacy vaccination provider; call Member Service to verify that your vaccination provider is in the Highmark network)
 Haemophilus Influenzae Type B (Hib)	For adults with certain medical conditions to prevent meningitis, pneumonia and other serious infections; this vaccine does not provide protection against the flu and does not replace the annual flu vaccine
 Hepatitis A	At-risk or per doctor's advice: One 2 or 3 dose series
 Hepatitis B	At-risk or per doctor's advice: One 2 or 3 dose series
 Human Papillomavirus (HPV)	To age 26: One 3-dose series
 Measles, Mumps, Rubella (MMR)	One or two doses
 Meningitis*	At-risk or per doctor's advice
 Pneumonia	High-risk or ages 65 and older: One or two doses, per lifetime
 Shingles	<ul style="list-style-type: none"> Zostavax - Ages 60 and older: One dose Shingrix - Ages 50 and older: Two doses

Preventive Drug Measures That Require a Doctor's Prescription

 Aspirin	<ul style="list-style-type: none"> Ages 50 to 59 to reduce the risk of stroke and heart attack Pregnant women at risk for preeclampsia
 Folic Acid	Women planning or capable of pregnancy: Daily supplement containing .4 to .8 mg of folic acid
 Raloxifene Tamoxifen	At-risk for breast cancer, without a cancer diagnosis, ages 35 and older
 Tobacco Cessation (Counseling and medication)	Adults who use tobacco products

* Meningococcal B vaccine per doctor's advice.

** Must get at your PCP's office or designated pharmacy vaccination provider. Call Member Service to verify that your vaccination provider is in the Highmark network.

Preventive Drug Measures That Require a Doctor's Prescription		
	Low to Moderate Dose Select Generic Statin Drugs For Prevention of Cardiovascular Disease (CVD)	Ages 40 to 75 years with 1 or more CVD risk factors (such as dyslipidemia, diabetes, hypertension, or smoking) and have calculated 10-year risk of a cardiovascular event of 10% or greater.
Preventive Care for Pregnant Women		
	Screenings and Procedures	<ul style="list-style-type: none"> Gestational diabetes screening Hepatitis B screening and immunization, if needed HIV screening Syphilis screening Smoking cessation counseling Depression screening during pregnancy and postpartum Depression prevention counseling during pregnancy and postpartum Rh typing at first visit Rh antibody testing for Rh-negative women Tdap with every pregnancy Urine culture and sensitivity at first visit Alcohol misuse screening and counseling
Prevention of Obesity, Heart Disease and Diabetes		
	Adults With BMI 25 to 29.9 (Overweight) and 30 to 39.9 (Obese) Are Eligible For:	<ul style="list-style-type: none"> Additional annual preventive office visits specifically for obesity and blood pressure measurement Additional nutritional counseling visits specifically for obesity Recommended lab tests: <ul style="list-style-type: none"> ALT AST Hemoglobin A1c or fasting glucose Cholesterol screening
Adult Diabetes Prevention Program (DPP)		
	Applies to Adults <ul style="list-style-type: none"> Without a diagnosis of Diabetes (does not include a history of Gestational Diabetes) and Overweight or obese (determined by BMI) and Fasting Blood Glucose of 100-125 mg/dl or HGBA1c of 5.7 to 6.4 percent or Impaired Glucose Tolerance Test of 140-199mg/dl. 	Enrollment in certain select CDC recognized lifestyle change DPP programs for weight loss.

2020 Preventive Schedule

PLAN YOUR CHILD'S CARE: KNOW WHAT YOUR CHILD NEEDS AND WHEN TO GET IT

Preventive or routine care helps your child stay well or finds problems early, when they are easier to treat. Most of these services may not have cost sharing if you use the plan's in-network providers. Make sure you know what is covered by your health plan and any requirements before you schedule any services for your child.

It's important to talk with your child's doctor. The frequency of services, and schedule of screenings and immunizations depends on what the doctor thinks is right for your child.

QUESTIONS?

 Call Member Service

 Ask your doctor

 Log in to your account

Children: Birth to 30 Months¹

General Health Care	Birth	1M	2M	4M	6M	9M	12M	15M	18M	24M	30M
Routine Checkup* (This exam is not the preschool- or day care-related physical.)	•	•	•	•	•	•	•	•	•	•	•
Hearing Screening	•										
Screenings											
Autism Screening									•	•	
Critical Congenital Heart Disease (CCHD) Screening With Pulse Oximetry	•										
Developmental Screening						•			•		•
Hematocrit or Hemoglobin Screening							•				
Lead Screening						•	•			•	
Newborn Blood Screening and Bilirubin	•										
Immunizations											
Chicken Pox								Dose 1			
Diphtheria, Tetanus, Pertussis (DTaP)			Dose 1	Dose 2	Dose 3			Dose 4			
Flu (Influenza)**						Ages 6 months to 30 months: 1 or 2 doses annually					
Haemophilus Influenzae Type B (Hib)			Dose 1	Dose 2	Dose 3			Dose 4			
Hepatitis A								Dose 1		Dose 2	
Hepatitis B	Dose 1	Dose 2						Dose 3			
Measles, Mumps, Rubella (MMR)								Dose 1			
Pneumonia			Dose 1	Dose 2	Dose 3			Dose 4			
Polio (IPV)			Dose 1	Dose 2				Ages 6 months to 18 months: Dose 3			
Rotavirus			Dose 1	Dose 2	Dose 3						

* Routine checkup could include height and weight measures, behavioral and developmental assessment, and age-appropriate guidance. Additional: Instrument vision screening to assess risk for ages 1 and 2 years. ** Must get at your PCP's office or designated pharmacy vaccination provider. Call Member Service to verify that your vaccination provider is in the Highmark network.

Children: 3 Years to 18 Years¹

General Health Care	3Y	4Y	5Y	6Y	7Y	8Y	9Y	10Y	11Y	12Y	15Y	18Y
Routine Checkup* (This exam is not the preschool- or day care-related physical)	●	●	●	●	●	●	●	●	Once a year from ages 11 to 18			
Ambulatory Blood Pressure Monitoring**												●
Depression Screening									Once a year from ages 11 to 18			
Hearing Screening***		●	●	●		●		●		●	●	●
Visual Screening***	●	●	●	●		●		●		●	●	●
Screenings												
Hematocrit or Hemoglobin Screening			Annually for females during adolescence and when indicated									
Lead Screening	When indicated (Please also refer to your state-specific recommendations)											
Cholesterol (Lipid) Screening							Once between ages 9-11 and ages 17-21					
Immunizations												
Chicken Pox		Dose 2								If not previously vaccinated: Dose 1 and 2 (4 weeks apart)		
Diphtheria, Tetanus, Pertussis (DTaP)		Dose 5							One dose Tdap			
Flu (Influenza)****	Ages 3 to 18: 1 or 2 doses annually											
Human Papillomavirus (HPV)							Provides long-term protection against cervical and other cancers. 2 doses when started ages 9-14. 3 doses all other ages.					
Measles, Mumps, Rubella (MMR)		Dose 2										
Meningitis*****									Dose 1		Age 16: One-time booster	
Pneumonia	Per doctor's advice											
Polio (IPV)		Dose 4										
Care for Patients With Risk Factors												
BRCA Mutation Screening (Requires prior authorization)					Per doctor's advice							
Cholesterol Screening	Screening will be done based on the child's family history and risk factors											
Fluoride Varnish (Must use primary care doctor)	Ages 5 and younger											
Hepatitis B Screening									Per doctor's advice			
Hepatitis C Screening											High-risk	
Latent Tuberculosis Screening												High-risk
Sexually Transmitted Disease (STD) Screenings and Counseling (Chlamydia, Gonorrhea, HIV and Syphilis)									• For all sexually active individuals • HIV routine check once between ages 15-18			
Tuberculin Test	Per doctor's advice											

*Routine checkup could include height and weight measures, behavioral and developmental assessment, and age-appropriate guidance; alcohol and drug abuse, and tobacco use assessment. **To confirm new diagnosis of high blood pressure before starting treatment. ***Hearing screening once between ages 11-14, 15-17 and 18-21. Vision screening covered when performed in doctor's office by having the child read letters of various sizes on a Snellen chart. Includes instrument vision screening for ages 3, 4 and 5 years. A comprehensive vision exam is performed by an ophthalmologist or optometrist and requires a vision benefit. ****Must get at your PCP's office or designated pharmacy vaccination provider. Call Member Service to verify that your vaccination provider is in the Highmark network. *****Meningococcal B vaccine per doctor's advice.

Children: 6 Months to 18 Years¹


Preventive Drug Measures That Require a Doctor's Prescription

Oral Fluoride	For ages 6 months to 16 years whose primary water source is deficient in fluoride
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Prevention of Obesity and Heart Disease

Children With a BMI in the 85th to 94th Percentile (Overweight) and the 95th to 98th Percentile (Obese) Are Eligible For:	<ul style="list-style-type: none"> • Additional annual preventive office visits specifically for obesity • Additional nutritional counseling visits specifically for obesity • Recommended lab tests: <ul style="list-style-type: none"> – Alanine aminotransferase (ALT) – Aspartate aminotransferase (AST) – Hemoglobin A1c or fasting glucose (FBS) – Cholesterol screening
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Adult Diabetes Prevention Program (DPP) Age 18

 Applies to Adults <ul style="list-style-type: none"> • Without a diagnosis of Diabetes (does not include a history of Gestational Diabetes) and • Overweight or obese (determined by BMI) and • Fasting Blood Glucose of 100-125 mg/dl or HGBA1c of 5.7 to 6.4 percent or Impaired Glucose Tolerance Test of 140-199mg/dl. 	Enrollment in certain select CDC recognized lifestyle change DPP programs for weight loss.
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Women's Health Preventive Schedule

Services

Well-Woman Visits (Includes: preconception and first prenatal visit, urinary incontinence screening)	Up to 4 visits each year for age and developmentally appropriate preventive services
Contraception (Birth Control) Methods and Discussion*	All women planning or capable of pregnancy

Screenings/Procedures

Diabetes Screening	<ul style="list-style-type: none"> • High-risk: At the first prenatal visit • All women between 24 and 28 weeks pregnant • Postpartum women without Diabetes but with a history of gestational diabetes
HIV Screening and Discussion	All sexually active women: Once a year
Human Papillomavirus (HPV) Screening Testing	Beginning at age 30: Every 3 years
Domestic and Intimate Partner Violence Screening and Counseling	Once a year
Breast-feeding (Lactation) Support and Counseling, and Costs for Equipment	During pregnancy and/or after delivery (postpartum)
Sexually Transmitted Infections (STI) Discussion	All sexually active women: Once a year

* FDA-approved contraceptive methods may include sterilization and procedures as prescribed. One form of contraception in each of the 18 FDA-approved methods is covered without cost sharing. If the doctor recommends a clinical service or FDA-approved item based on medical necessity, there will be no cost sharing.

Information About the Affordable Care Act (ACA)

This schedule is a reference tool for planning your family's preventive care, and lists items and services required under the Affordable Care Act (ACA), as amended. It is reviewed and updated periodically based on the advice of the U.S. Preventive Services Task Force, laws and regulations, and updates to clinical guidelines established by national medical organizations. Accordingly, the content of this schedule is subject to change. Your specific needs for preventive services may vary according to your personal risk factors. Your doctor is always your best resource for determining if you're at increased risk for a condition. Some services may require prior authorization. If you have questions about this schedule, prior authorizations or your benefit coverage, please call the Member Service number on the back of your member ID card.

Highmark Blue Cross Blue Shield Delaware is an independent licensee of the Blue Cross and Blue Shield Association.

Discrimination is Against the Law

The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The Claims Administrator/Insurer does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. The Claims Administrator/Insurer:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the Civil Rights Coordinator.

If you believe that the Claims Administrator/Insurer has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, P.O. Box 22492, Pittsburgh, PA 15222, Phone: 1-866-286-8295, TTY: 711, Fax: 412-544-2475, email: CivilRightsCoordinator@highmarkhealth.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card (TTY: 711).

¹Information About Children's Health Insurance Program (CHIP)

Because the Children's Health Insurance Program (CHIP) is a government-sponsored program and not subject to ACA, certain preventive benefits may not apply to CHIP members and/or may be subject to copayments.

The ACA authorizes coverage for certain additional preventive care services. These services do not apply to "grand-fathered" plans. These plans were established before March 23, 2010, and have not changed their benefit structure. If your health coverage is a grandfathered plan, you would have received notice of this in your benefit materials.

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。
请拨打您的身份证背面的号码（TTY：711）。

CHÚ Ý: Nếu quý vị nói tiếng Việt, chúng tôi cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Xin gọi số điện thoại ở mặt sau thẻ ID của quý vị (TTY: 711).

알림: 한국어를 사용하시는 분들을 위해 무료 통역이 제공됩니다. ID 카드 뒷면에 있는 번호로 전화하십시오 (TTY: 711).

ATENSYON: Kung nagsasalita ka ng Tagalog, may makukuha kang mga libreng serbisyon tulong sa wika. Tawagan ang numero sa likod ng iyong ID card (TTY: 711).

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами языковой поддержки. Позвоните по номеру, указанному на обороте вашей идентификационной карты (номер для текст-телефонных устройств (TTY): 711).

تنبيه: إذا كنت تتحدث باللغة العربية، فهناك خدمات للمعولة في اللغة المجانية متاحة لك. اتصل بالرقم الموجود خلف بطاقة هويتك (جهاز الاتصال لذوي صعوبات السمع والنطق: 711).

Kominike: Si se Kreyòl Ayisyen ou pale, gen sèvis entèprèt, gratis-ticheri, ki la pou ede w. Rele nan nimewo ki nan do kat idantite w la (TTY: 711).

ATTENTION: Si vous parlez français, les services d'assistance linguistique, gratuitement, sont à votre disposition. Appelez le numéro au dos de votre carte d'identité (TTY: 711).

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń pod numer podany na odwrocie karty ubezpieczenia zdrowotnego (TTY: 711).

ATENÇÃO: Se a sua língua é o português, temos atendimento gratuito para você no seu idioma. Ligue para o número no verso da sua identidade (TTY: 711).

ATTENZIONE: se parla italiano, per lei sono disponibili servizi di assistenza linguistica a titolo gratuito. Contatti il numero riportato sul retro della sua carta d'identità (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, steht Ihnen unsere fremdsprachliche Unterstützung kostenlos zur Verfügung. Rufen Sie dazu die auf der Rückseite Ihres Versicherungsausweises (TTY: 711) aufgeführte Nummer an.

注：日本語が母国語の方は言語アシスタンス・サービスを無料でご利用いただけます。ID カードの裏に明記されている番号に電話をおかけください (TTY: 711)。

توجه: اگر شما به زبان فارسی صحبت می کنید، خدمات کمک زبان، به صورت رایگان، در دسترس شماست. با شماره واقع در پشت کارت شناسایی خود (TTY: 711) تماس بگیرید.

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STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue,
then throw the tissue
in the trash.



Avoid touching your eyes, nose, and mouth.



Clean and disinfect frequently
touched objects and surfaces.



Stay home when you are sick,
except to get medical care.



Wash your hands often with soap
and water for at least 20 seconds.



For more information: www.cdc.gov/COVID19

THE DESK OF RICK STOOPS

Operations Update

It has been a busy winter season for the crews. With the mild winter we have been able to work most projects including night work and some paving! We have been extremely busy in Salisbury, Ocean City, Dewey and all over Sussex and Kent Counties on our labor & equipment contracts.

Winter maintenance and repairs on the milling and paving equipment are almost complete and the crews have a busy start to the season with milling and paving locations in Ocean City for MDSHA and for DelDOT on the Forgotten Mile and continuing through Dewey.

The concrete/structure crews will continue working on the pump station on Fitzwater Street in Salisbury, with additional concrete work at DAFB, a deck pour near Crisfield, construction of hopper racks for Deldot maintenance yards, installation of a box culvert in Newark and various other support work for other G&L projects.

The pipe and mechanical crews are working on various county locations, Rt. 13 drainage and Main Street in Salisbury and also some private development work. Chuckie and Danny will remain busy with jack and bores and drilling for the County contracts with some other drills for Ocean City and the Town of Laurel.

The site crews are working on various Deldot entrances, demo and prep of concrete areas at DAFB, a new roundabout in Salisbury along with Main Street and also various private work along with supporting other G&L projects.

The equipment shops will continue to remain busy keeping equipment, trucks and vehicles running and Shallie will be dispatching dozens and dozens of dump trucks starting in March and throughout the construction season.

Our estimators are constantly bidding work and our project managers and

office staff continue to support the field crews.

Continue to work smart and safely and let's have another great year!

GEORGE & LYNCH'S POLAR BEAR PLUNGE TEAM

For the third year, a great group of employees, family and friends braved the cold water temperature at Rehoboth Beach and took the “Plunge” for Special Olympics of Delaware! Our team raised \$923 this year! Who wants to join us next year??



POLAR BEAR PLUNGE 2020.

CHRIS BAKER - IN APPRECIATION

In the last article, I highlighted the craftsmanship of Richard Sterling in a fairly unique position. This issue, I am recognizing the sometimes unsung or under-appreciated role of our CDL drivers. They come in all shapes and sizes – from 6-wheel flatbeds, to 18-wheel lowboy trailer-tractor combinations. Don't forget vacuum trucks, tack trucks, service trucks, stone trailer-tractor combos, asphalt tanker-tractor combo, fuel truck, grease trucks, mechanics trucks, Gradall excavators, and of course tri-axle dump trucks. They may be the most regulated group of employees we have and that's getting worse instead of better.

Driving a large truck on public highways with distracted drivers to all kinds of destinations with often critical schedules is a lot of responsibility. This is definitely a situation where 'staying in your lane' is a good thing. Some of these folks have been driving professionally for decades with literally no incidents. Some have been driving for decades for G&L alone. Many have driven units of an aging fleet for some time. We started re-investing in NEW dump trucks last year. That continues this year along with a tack truck, vacuum truck, mechanics truck and newer tractors for our asphalt tanker and a stone trailer. These purchases will provide safer transport for our drivers and more reliable service to the jobs.

All those truck and trailer combinations mentioned earlier require a variety of licenses and endorsements. We are required to verify everything is compliant with laws and regulations. We track something like 56 commercial driver's licenses, too many to name here. We also need to match those skills to individual assignments and work schedules. Those tasks are ably managed by Lisa Hearin and Shallie Sudler. To ALL CDL drivers, and those that keep them on the road, THANK YOU for 'staying in your lane' and for your contribution to G&L's operational success!

Keep on truckin',
Chris Baker