



COVID-19 Absences and Emergency Leave

U.S. HOURLY ASSOCIATES AND OTR DRIVERS

LEVEL

1

Associate has COVID-19 concerns and chooses to quarantine/isolate

- Leave is unpaid for up to two work weeks* however you may use available PTO.
- Report your absence daily using the Associate Information Line or the Report an Absence Web Form.
- Only contact Sedgwick if you will be out more than three days. Visit [MySedgwick](#) on [One.Walmart.com/LOA](#)
- If you choose to be out longer than two work weeks, contact Sedgwick to request additional time away.

LEVEL

2

COVID-19 mandated quarantine by health care provider, government or Walmart

- Leave is paid for up to two work weeks* at 100% pay.
- Report your absence daily using the Associate Information Line or the Report an Absence Web Form.
- Contact Sedgwick as soon as you are aware of the need for leave but no later than 3 business days after the first day of your absence. Visit [MySedgwick](#) on [One.Walmart.com/LOA](#)

LEVEL

3

Confirmed COVID-19 diagnosis

- Leave is paid for up to two work weeks* at 100% pay. Then partial pay replacement for up to 26 weeks with medical certification.
- Report your absence daily using the Associate Information Line or the Report an Absence Web Form.
- Contact Sedgwick as soon as you are aware of the need for leave but no later than 3 business days after the first day of your absence. Contact [MySedgwick](#) on [One.Walmart.com/LOA](#) or call **800-492-5678**

Time away from work for COVID-19 related symptoms, concerns, quarantine or illness qualifies as an authorized absence and will not result in attendance occurrences. For leave details see the [COVID-19 Emergency Leave Policy](#).

*Time off for each COVID-19 Emergency Leave cannot be taken intermittently and must be taken continuously. The maximum pay benefit is two work weeks with Level 2 and Level 3 combined.



COVID-19 Absences and Emergency Leave

U.S. SALARIED ASSOCIATES

LEVEL

1

Associate has COVID-19 concerns and chooses to quarantine/isolate

- Leave is unpaid for up to two work weeks* however you may use available PTO.
- Report your absence as usual for your area rather than contacting Sedgwick.
- If you choose to be out longer than two weeks, contact Sedgwick to request additional time away. Visit [MySedgwick](#) on [One.Walmart.com/LOA](#)

LEVEL

2

COVID-19 mandated quarantine by health care provider, government or Walmart

- Leave is paid for up to two work weeks* at 100% pay.
- Report your absence as usual for your area rather than contacting Sedgwick.
- If you need to be out longer than two weeks, contact Sedgwick to request additional time away. Visit [MySedgwick](#) on [One.Walmart.com/LOA](#)

LEVEL

3

Confirmed COVID-19 diagnosis

- Leave is paid for up to two work weeks* at 100% pay. Then partial pay replacement for up to 26 weeks with medical certification.
- Follow your normal process for reporting your absence.
- Contact Sedgwick as soon as you are aware of the need for leave but no later than 3 business days after the first day of your absence. Contact [MySedgwick](#) on [One.Walmart.com/LOA](#) or call [800-492-5678](#).

*Time off for each COVID-19 Emergency Leave cannot be taken intermittently and must be taken continuously. The maximum pay benefit is two work weeks with Level 2 and Level 3 combined. For leave details see the [COVID-19 Emergency Leave Policy](#).



Supporting the Health of our Associates



Protect and Prevent

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.



See a Doctor from Home

- Talk or video chat with your own doctor or mental health specialist from home and it's covered just like a regular visit. Contact your doctor's office to find out more.
- Video chat with a doctor or mental health specialist with Doctor On Demand for \$0. Medical visits are available 24/7. Learn more at One.Walmart.com/DOD



Get Your Prescriptions by Mail

- Get eligible prescriptions by mail through Walmart Home Delivery Pharmacy. If you're enrolled in a Walmart medical plan, call **866-855-0740** for details. Or call OptumRx at **844-705-7493**.
- You may also get early refills at Walmart, Walmart Home Delivery or Walmart Specialty pharmacy.



Get support with anxiety or life concerns

- Free help is available 24/7 with Resources For Living.
- Visit One.Walmart.com/RFL or call **800-825-3555**.

FAQs

Supporting the health of our associates

Attendance

Covid-19 related absences

1. Is the entire attendance occurrence policy waived through the end of April?

No. The attendance occurrence policy will only be waived for absences due to COVID-19 related concerns, symptoms or illnesses. Associates will still be required to report their COVID-19 related absence each day as referenced below.

2. What's the reporting process if I need to be out for any COVID-19 related concerns?

Hourly associates and OTR Drivers:

- Report your absence each day as you normally would.
- Contact Sedgwick if:
 - you're going to be out for more than three days,
 - you're required to quarantine by a health care provider, government agency or by Walmart, or
 - you have been diagnosed

Salaried associates:

- Report your absence each day as you normally would
- Contact Sedgwick if:
 - you're going to be out for more than two weeks, or
 - you have been diagnosed

3. Is it an approved absence if I leave my shift early due to COVID-19 concerns?

Yes. The attendance occurrence policy will be waived for absences due to COVID-19 related concerns, symptoms or illnesses.

4. I was out because I felt uncomfortable because of COVID-19 news in my area. Will I receive an occurrence?

No. The attendance occurrence policy will be waived for absences due to COVID-19 related concerns, symptoms or illnesses.



5. I thought I had COVID-19 but found out later that it was strep throat. Is my absence still approved?

Yes. The attendance occurrence policy will be waived for absences due to COVID-19 related concerns, symptoms or illnesses.

6. What if an associate in my facility misses work for COVID-19 when they're not really concerned or sick?

This is a difficult time and the situation is changing every day. We'll do our best to deal with situations as they arise, but for now, we should assume associates are being honest.

7. If my child's school or daycare closes, will I get an occurrence?

No. Time off as the result of emergency school or day care closure is considered authorized in the Attendance Policy. You may substitute available paid time off or personal time pay for any unpaid time off, but you're not required to.

8. My facility closed early one night to restock. Is this considered a mandatory quarantine?

No. A mandatory quarantine is when you're required to quarantine by a health care provider, government agency or by Walmart because of COVID-19. It is not a mandatory quarantine if your facility's operating hours have changed.

COVID-19 Emergency Leave Policy

Eligibility

9. When is this policy effective?

The COVID-19 Emergency Leave Policy is effective March 1, 2020. Payments will begin in April for associates who qualify for a paid benefit.

10. Will my family members be covered under this policy?

No. This policy is only for associates.

11. What if one of my immediate family members is diagnosed with COVID-19?

Hourly associates may be eligible for a leave of absence and can use paid time off during this time. They will need to call in as usual to let their manager know. They also need to contact Sedgwick if they will be out more than three days.

Salaried associates and OTR drivers can apply for family care pay or a leave of absence through Sedgwick if they will be out more than three days.

Taking a Leave

12. Do I need to submit any documentation to take a leave for COVID-19?

No, not initially. If you've been diagnosed with COVID-19 and can't return to work after two weeks, you will need to provide medical documentation in order to be eligible for additional pay replacement. Medical certification will be required in order to return to work.

13. If I take a leave for COVID-19, will I get paid?

You'll receive a maximum of two work weeks of pay if you're required to quarantine by a health care provider, government agency or by Walmart or if you have been diagnosed with COVID-19. If you've been diagnosed with COVID-19 and are not able to return to work after that time, you may be eligible for additional pay replacement for up to 26 weeks.

If you choose to self-quarantine you can use paid time off in order to receive pay but you're not required to.

14. What if I don't have any paid time off left to use?

If you choose to self-quarantine and do not have any paid time off, your leave will be unpaid. However, your absence will not result in an occurrence under your location's attendance policy.

15. If I take a leave for COVID-19, when and how will I get paid?

If you qualify for paid leave benefits, Sedgwick will coordinate your pay. Your payments will be processed through Walmart Payroll and you will receive pay on paydays. When your leave is complete, you are required to report your return to work to Sedgwick.

16. Will my job be protected while I'm on a COVID-19 Emergency Leave?

An approved leave of absence for a mandated quarantine or diagnosis for which you receive time away or pay for Walmart's COVID-19 Emergency Leave Policy is job protected. Only the first two weeks of a self-quarantine leave will be job protected.

17. What if I have the flu or strep throat? Does this policy apply to me?

No, this policy is just for COVID-19. Standard policies apply for other illnesses.

18. What if my child's school or daycare closes?

School and day care closures do not qualify for COVID-19 Emergency Leave Policy. You may substitute available paid time off or personal time pay for any unpaid time off.

19. What if I'm out for more than two work weeks?

If you're out longer than two weeks, contact Sedgwick to request additional time away. Visit **MySedgwick on One.Walmart.com/LOA** or call **800-492-5678**.

A level 1 COVID-19 self-quarantine leave is unpaid for up to two work weeks; however, available PTO may be used for pay replacement. If you choose to be out longer than the first two weeks, contact Sedgwick to request additional time away. This time will be non-job protected and available PTO may be used for pay replacement for up to two work weeks. If you require an extension beyond four work weeks, contact Sedgwick to request a Compelling Reason leave.

20. Does FMLA time run concurrently with time under the COVID-19 Emergency Leave Policy?

Any time off under the COVID-19 Emergency Leave Policy will not run concurrently with any federal, state and/or company leaves. Time off under a Walmart short term disability plan will run concurrently with applicable federal, state and/or company leaves.

21. I'm a college student and must return home because my dorm is closed. Do I qualify for a leave?

College students forced to leave the area of their facility because of dorm closures should check with a local facility to find out if they can transfer. If you can't, you will need to file a Compelling Reason Leave with Sedgwick.

22. What if I'm in a mandatory quarantine and then get diagnosed with COVID-19?

You'll receive a maximum of two work weeks of pay under the COVID-19 Emergency Leave Policy. If you've been diagnosed with COVID-19 and are not able to return to work after that time, you may be eligible for additional pay replacement for up to 26 weeks.

23. I'm on a disability leave for other reasons and have been diagnosed with COVID-19. Can I receive two weeks of pay under the COVID-19 Emergency Leave Policy?

No. If you are already on an approved disability leave, you will continue under that approved disability leave.

24. How is pay calculated?

Please refer to the COVID-19 Emergency Leave Policy.

25. How can I check the status of a leave?

Associates, their direct supervisor and People Partner can view claim status through MySedgwick on One.Walmart.com/LOA

26. Can I use my legacy sick or personal time if I have used all my PTO?

No. Regular PTO guidelines apply.

27. If I go on leave, will I still need to pay premiums for my medical benefits?

Yes. To keep your benefits during your leave, you must continue to pay the premiums that are normally deducted from your paycheck. If you're on a paid leave, these costs will be deducted automatically from your check.

If you're on an unpaid leave, or if you exhaust your short-term disability benefits, you must pay your premiums yourself by the Friday of the end of each pay period.

28. If my state offers paid leave for associates who need time away from work to care for a seriously ill family member, am I covered under the State plan?

Associates in CA, NJ, NY and WA with State paid family benefits, may apply through their State program with no impact to the receipt of benefits under the COVID-19 Emergency Leave Policy.

29. Will State disability programs impact benefits under COVID-19 Emergency Leave Policy?

Benefits received under the COVID-19 Emergency Leave Policy are separate from State disability programs. Associates may apply for state benefits with no impact to benefits under the COVID-19. The following states currently have state disability plans: CA, HI, NJ, NY, RI and WA.

30. Is COVID covered under Workers' Compensation?

Claims filed under COVID-19 Emergency Leave Policy, will be paid in accordance with the Leave Policy. COVID-19 Workers' compensation claims will be determined based on state law.

Walmart Medical Plan Participants

Visiting a Doctor

31. I am on the Walmart medical plan and need to see a doctor, but all the in-network doctors are booked. Can I go to an out-of-network doctor?

You can go to an out-of-network doctor, but you'll pay more. You can see a doctor right away, online at Doctor on Demand, instead of waiting for an appointment in person. Doctor on Demand is now \$0 with most Walmart medical plans. Grand Rounds is also available to plan participants. To search for doctors in your area go to One.Walmart.com/GrandRounds.

32. I think I may have COVID-19, can Doctor on Demand help?

If you're enrolled in a Walmart medical plan:

- Complete a [2 minute self-assessment](#).
- You can see a doctor right away, online, instead of waiting for an appointment in person. Doctor on Demand is now \$0 with most Walmart medical plans.
- Doctor On Demand can help you to determine your risk and what your next steps are. They are not able to conduct diagnostic testing for COVID-19.

If you're not enrolled in a Walmart medical plan:

- Complete a [2 minute self-assessment](#).
- You can see a doctor right away, online, instead of waiting for an appointment in person. The cost for a Doctor on Demand visit is \$75.
- Doctor On Demand can help you to determine your risk and what your next steps are. They are not able to conduct diagnostic testing for COVID-19.

33. Do I have to wait long for a visit with Doctor on Demand?

Because of COVID-19, Doctor on Demand has seen a significant increase in individuals wanting to connect with a doctor. They're working hard to see as many patients as quickly as they can. A few things you can do before you see a doctor:

- Complete a [2 minute self-assessment](#)
- Schedule an appointment time that works for you within the Doctor on Demand app

34. How much does it cost to get tested for COVID-19?

It depends. Doctors and hospitals charge different prices to administer the test. If you're covered on a Walmart medical plan, the test will be covered at no cost to you.

35. What kind of provider treats COVID-19?

You should first call a primary care doctor in your area. Depending on your symptoms, that doctor may refer you to someone else for further care.

36. What if I need/want to go to an out-of-network provider for care?

You should contact your medical plan administrator to discuss options for a network exception. The phone number is located on the back of your plan ID card.

37. Can I use my Health Savings Account to pay for cleaning supplies?

Contact HealthEquity at 866-296-2860 for questions about eligible expenses.

38. I keep hearing about COVID-19 in the news and am very stressed out. How can I get help?

- Tips to help keep calm are available online at One.Walmart.com/ResourcesForLiving. You can also call Resources for Living 24/7 for help coping with any unknowns in your life, including fears around coronavirus. Help is available at no cost, even if you're not enrolled in Walmart benefits. Just call 800-825-3555.
- Psychologists and psychiatrists can work with you to understand and treat anxiety about COVID-19 or other issues. Virtual behavioral health visits through Doctor on Demand are now \$0 with most Walmart medical plans.

Going to the pharmacy

39. If I am quarantined, can I get my medicine delivered to me?

If you are on the Walmart Medical Plan you can use the Walmart Mail Order Pharmacy. Walmart Home Delivery Pharmacy will fill your prescription and mail it to your home in all 50 states with no charge for shipping.

Call **866-855-0740** for more information or to transfer your prescriptions. Our Pharmacist will do the rest. You can also call OptumRX at **844-705-7493**.

40. Can a Walmart or Sam's Club pharmacy test me for COVID-19?

No. You can't be tested for COVID-19 at a Walmart or Sam's Club pharmacy.

41. I'd like to get my prescription refill early in case I get quarantined. Is this possible?

Yes. patients with active prescriptions may temporarily get an early refill if they have remaining refills on file at Walmart, Walmart Home Delivery or Walmart Specialty pharmacy. Controlled substances will not be permitted for early refills.

This decision will be continuously evaluated to determine the appropriate duration based on CDC guidance, Federal and State declarations and other relevant data.

Center of Excellence

42. Is there a Center of Excellence for treating COVID-19?

No. A primary care doctor in your area can provide treatment. Please call your doctor before arriving at the office. Your doctor may have specific procedures you should follow.

43. How will travel be handled under the Center of Excellence program during this time?

- For spine or joint replacement surgeries, patients can choose to stay in their local area for care at regular medical benefits. Patients will need to call Health Design Plus at 877-230-7037 to discuss a network exception and coordination through Grand Rounds.
- For cardiac surgery and cancer, the Centers of Excellence program is voluntary, and there is no requirement to travel.
- For bariatric (weight loss) surgeries and transplant care, the requirement to travel will remain. Patients can choose to postpone care until they feel safe to travel.

Walmart 401(k) Plan

44. There has been a lot of fluctuation in the value of my 401(k) recently and some of it appears to be related to concerns about COVID-19. How safe are my investments?

Your 401(k) account is made up of various investment options and is subject to market returns. Your 401(k) investments are not guaranteed and are subject to market volatility. You should consult your personal financial advisor for more information and to determine your level of investment risk

45. What happens to my 401(k) loan payment if I become quarantined?

If you qualify for paid benefits, Sedgwick will coordinate your pay and your loan repayment will be deducted automatically. If you're not receiving a paycheck, you could be responsible for loan repayments. These can be made directly to Merrill. If you go on an approved leave of absence your loan may be re-amortized when you return to work.

46. How can I get to my 401(k) money quickly if needed?

If eligible, you can take a loan or hardship from your account. You can also withdraw money from your 401(k) if you are over 59 ½ or have rollover money in your account. You should consult with your financial advisor before requesting a distribution.

47. I was going to retire soon. Should I postpone?

Retirement is an individual decision that should be made after careful consideration. You should consult with your financial advisor as to when to retire.

Resources

- MySedgwick on **One.Walmart.com/LOA** or call 800-492-5678
- People Services 800-421-1362
- People Partner—People Lead or MHRM
- Facility Manager