

COVID-19 TEMPORARY WORK AT HOME ARRANGEMENT FOR SELF-IDENTIFIED HIGH-RISK EMPLOYEES

Employees who have self-identified as high-risk according to [CDC guidelines](#) are encouraged to work at home until vaccinated, tested as having COVID-19 antibodies with sufficient clinical immunity, or appropriate treatment therapies have been developed and deployed. The following guidelines define this specific COVID-19 Work at Home temporary arrangement (COVID-19 WAH.)

This policy applies to:

Employees that have self-identified as high-risk or who have a member of their household who is high risk and include:

- Exempt/Non-exempt US based employees
- Regular Full-time/Part-time/Temporary (Casual/Per Diem)
- Office or Field Based Employees including those whose regular work arrangements include a consistent mix of work in the office and work from home
- RightWork/Mobile employees (these employees are considered office based)

This policy does not apply to:

- Telecommuters (see [Telecommuting Policy-U.S.](#))
- Employees who have not self-identified as high-risk or whose roles **must** be performed in an office, clinic, or patient homes
- Contractors

General Guidelines

- COVID-19 WAH is not an official telecommuter arrangement; employees will continue to be assigned to their current work location as documented in Global Self Service.
- Employees are expected to perform all work duties, including maintaining expected work hours and being available during normal working hours, just as if they are in the office.
- Employees will make every effort to create a home workspace that is separate from living areas, where PHI and PII data is secured according to UHG policies. All home listening devices (e.g., "Alexa") should be turned off during working hours.
- Employees must comply with all of UnitedHealth Group's policies and procedures for working remotely as specified in the "[Overview](#)" section of the Telecommuter policy, including securing dependent care. Exception: The COVID-19 WAH arrangement is based on self-identification of high-risk and is not subject to manager discretion.
- Employees who may need accommodations to work effectively at home should submit an [online request](#) with HRdirect.

- Since this is considered a temporary arrangement, there will generally be no reimbursement for home office set up, telephone or cable lines, internet access or any other reimbursement related to working at home unless it is part of a medical accommodation. Personal communications services such as home internet may, however, be reimbursed for employees who live in California, Iowa, Montana, New Hampshire, Illinois, North Dakota and South Dakota if the employee's manager confirms business use of these services is required to perform their job duties. (See [Mobile and Other Communications](#) on the Hub for details on internet expense reimbursement). Employees who have unique equipment needs not covered by the accommodation process should discuss this with their managers to determine if an exception is warranted. Employees must have reliable broadband internet access.
- To maintain the integrity of confidential and protected information, no personal email or printers may be used to manage work-related information.
- Employees who are temporarily working at home and experience technical difficulties that require a full release from duty will need to take unpaid time, use PTO, or work with their manager to make up the time once the issue is resolved.
- Employees who choose to leave the company are accountable for following the "[Terminating Employment](#)" section of the Telecommuter Policy.

Returning to the Office

- COVID-19 WAH employees entering a work setting, even temporarily, must contact their manager first. The employee will be required to use a UnitedHealth Group-approved symptom checker (e.g., ProtectWell) prior to entering and must follow all company-directed physical distancing guidelines.
- Employees no longer self-identifying as high risk should notify their managers and submit an online request with HRdirect to initiate the Return to Office process.

Manager Notes

Managers unfamiliar with leading virtual teams should access the [Succeeding in a Virtual Team](#) Hub Connect site for more information.

Additional Resources:

- [Work at Home Employee FAQ](#)
- [Manager Center COVID-19 Resources](#)
- [The Transition Back: COVID-19 Preparedness Playbook](#)
- [COVID-19 Employee Resources](#)
- [Medical Accommodations](#) and [Reasonable Accommodation Policy](#)
- [COVID-19 Pre-Screening – Report Your Time \(Non-Exempt\)](#)