

PEBP Covid Testing
Questions and Answers for Agency Representatives

What is the testing process for agencies?

PEBP’s vendor will bulk-ship testing supplies to locations provided by Departments. Agency-designated staff will distribute the tests to employees, one per week. Employees will conduct tests with a PEBP-contracted Telehealth provider as the proctor/witness who will record results. Testing can be done wherever the employee wants.

I have an unvaccinated employee who is required to test, what do they need to do?

Since testing will require proctoring, unvaccinated employees subject to testing should create an account with NAVICA. Instructions can be found here: <https://pebp.state.nv.us/plans/covid-19-information/>.

When registering your account, it is recommended to use your employee e-mail address. Employees will need to link their account to the PEBP organization, here are the instructions: <https://pebp.state.nv.us/plans/covid-19-information/>.

What is NAVICA?

NAVICA is the system PEBP and its vendors use for proctored COVID testing and reporting.

Can I do this on my phone?

Yes.

What are the system requirements?

Your device must meet the below requirements for a successful guided session.

1. Access to an internet connection with a minimum bandwidth of 650 kbps.
2. An internet-enabled device with a microphone, speakers, front-facing camera or webcam, and a supported browser as indicated below.

Supported Browsers			
<u>IOS</u>	<u>ANDROID</u>	<u>MAC</u>	<u>WINDOWS</u>
Safari (Version 12.1.1 & later)	Chrome Samsung Internet (Version 12 & later)	Chrome (Version 78 & later) Edge (Version 79 & later) Safari (Version 12 & later)	Chrome (Version 78 & later) Edge (Version 79 & later)

How do I register with NAVICA?

Please see the NAVICA how-to create and account, here: <https://pebp.state.nv.us/plans/covid-19-information/>.

If using the mobile app, employees can create and account following these instructions: <https://pebp.state.nv.us/plans/covid-19-information/>.

When registering with NAVICA, there is a question for “primary use.” What should employees select?

Employees should select the “Employer/Employee” drop down option.

Can a vaccinated employee use the NAVICA system?

Yes.

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What is the organization connect code to link the employee's NAVICA profile to PEBP?

The organization connect code is **RRYJ-WZVE-P12A**. This is PEBP specific

An employee is connecting their NAVICA account with the PEBP organization, and after, entering the connect code, the system is asking for a reference ID, what is this?

The reference ID is the employee specific PEBP ID. The PEBP ID can be found on the health insurance card or your PEBP account here: <https://www.secure3-enroll.com/go/nvpebp>.

Employees should not enter preceding zeros. For example, if your ID is 001234500, enter 1234500.

If an employee is not a PEBP participating member and has declined insurance, the employee will need to call PEBP to get their PEBP number.

You can call PEBP at 775-684-7000 to speak to PEBP's Member Services Unit to ask for the PEBP ID.

Are there directions/information on how to use the app?

Information can be found at the PEBP website here: <https://pebp.state.nv.us/plans/covid-19-information/>

We are running low on tests. How often are we able to submit orders?

Agencies are able to submit orders as often as necessary. PEBP encourages agencies to request a sufficient volume of tests to last 4-6 weeks.

Our agency has a new, unvaccinated employee. What should the agency do? This employee does not have a PEBP ID, what does the employee do?

Agencies should direct new hires to register with NAVICA to begin testing. New hire's won't be able to sync with their NAVICA account with PEBP using the PEBP Organization Code until their PEBP ID is generated, which may take up to two weeks. Once the PEBP ID is generated, the new hire can successfully sync their NAVICA account to PEBP. Any prior tests and results will automatically be shared with PEBP.

Agencies can e-mail PEBPCOVIDTesting@peb.nv.gov for further assistance.

How can agencies confirm which employees are subject to the weekly testing requirements?

DHHS is no longer able to provide employee vaccination information. Agencies are now responsible for tracking which staff are and are not fully vaccinated. Agencies can do this by requesting proof of vaccination from their staff.

What if an employee tests positive?

Per Department of Administration memo dated 04/10/2020, employees are required to report positive results to their supervisor

(<https://admin.nv.gov/uploadedFiles/adminnvgov/content/Documents/COVID-Reporting-2.pdf>).

Employees with positive tests should follow the Department of Administration memo dated 12/29/2021 (<https://admin.nv.gov/uploadedFiles/adminnvgov/content/Documents/CDC-Updated-Guidance-12-2021.pdf>).

Employees and agencies should keep aware of any CDC guidance changes.

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Are employees who test positive required to use sick leave for COVID isolation or quarantine?

The state's policy continues to be that **unvaccinated employees must use sick leave for COVID isolation or quarantine**. This is explained in this Department of Administration [memorandum](#). Vaccinated employees (i.e., those who have received two shots of Moderna or Pfizer or one shot of Johnson & Johnson) are permitted to code paid administrative leave for the five days of isolation recommended by CDC and described in the 12/29/21 Department of Administration memorandum.

What is an invalid test?

An invalid test is recorded, and the employee is required to test again at the direction of the proctor.

If an agency elects to have tests mailed to an employee's home address (in a pack of 6) will PEBP automatically mail additional tests to the employee after six weeks or will the agency need to submit an additional order request form?

The number of tests to be mailed to specific employees will need to be submitted every four weeks.

PEBP will attempt to send an e-mail reminder to those who submitted the information to update the agency list using a web form. The link can also be found here:

<https://app.smartsheet.com/b/form/34d3bee3fffc41d981d75df750d4be99>.

An employee receives several tests in the mail; however, the employee leaves state service or becomes vaccinated before all tests are used, what happens to the remaining tests?

Remaining tests should be returned to the employees' Department for proper routing to the agency-designated storage location for future use. The employee will be removed from proctored-monitored testing.

I have a new employee who is subject to the weekly testing requirements, however when the employee attempted to access the test proctoring, they were told they were not eligible.

The vendor requires PEBP to submit a master list of eligible employees. Please email PEBPCOVIDTesting@peb.nv.gov with the name and other demographic details necessary to ensure PEBP can include the employee in the following update.

We have an unvaccinated employee(s) who lives out of state. Do they still need to be counted on our list for testing?

The "vaccination or testing" mandate is for all active state employees, regardless of state of residence. However, agencies may utilize discretion in applying the policy to employees who are 100% remote, and who will not be or are very unlikely to be called into the workplace.

Do State employees have to use the PEBP testing option, or can they still use CVS or Walgreens if that is their preference?

State employees are highly encouraged to use the PEBP testing option. Testing costs are paid for by PEBP and are the lowest cost option. Employees can still use other testing options; however, they may be responsible for associated costs. Employees using other testing options will be required to report their results accordingly and maintain documentation for a sufficient amount of time in the event there is an audit of their test records.

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For bulk shipping to agency locations – if we have 20 unvaccinated staff and, if ordering for 6 weeks, how many tests should be ordered?

There is now an online form where agencies should indicate the total number of tests needed for a 6-week period.

In the example above, the agency would order 120 (20 x 6) tests plus any additional volume necessary to have on hand for symptomatic testing of employees.

The link to the form is here: <https://app.smartsheet.com/b/form/dd3966df7a4e403aaf1dc5ebe10e725e>

How many tests does each employee receive when they receive them at an agency location?

Whoever is distributing the tests should give one test (not a pack of six) to each employee per week.

Do employees who have recently tested positive have to continue weekly testing?

To prevent skewed results, individuals who have recently contracted COVID are exempt from weekly testing for 90 days. Agencies should note positive test dates on their employee tracking logs and ensure that the employees and their supervisors know when testing should resume.

In addition to the recommended 6-week supply, do agencies order more tests for vaccinated staff that are experiencing symptoms, new staff coming on board, etc.?

Agencies should include additional tests in their request for diagnostic testing in the event of confirmed exposure to staff or staff who may be symptomatic.

Agencies that have significant exposure to the public (DMV, NSHE, etc.) may want to add additional numbers to account for any necessary diagnostic exposure testing. This is dependent on the need of each agency.

Will the results be available to the employee while being witnessed by the Telehealth provider?

The rapid antigen test that will provide immediate results.

A telehealth screener will walk the employee through the process of self-administering the test. The results are immediate and will be logged by the screener. Results will be on the employees NAVICA account.

Does this testing include contracted staff?

The State will not be providing testing for contracted employees. Contracted staff should coordinate testing requirements (and associated costs) with their employers.

When would employees expect to receive the mailed tests at their homes?

Direct mailed tests should arrive around the same time as bulk-ordered tests to agency locations. We are requesting agencies submit their testing requirements every 4-weeks to allow for sufficient delivery time.

An employee has a documented medical condition that requires an alternative to nasal testing (e.g., throat swabs). Will there be a throat-swab option available?

If the employee is unable to use the provided self-administered test, they will have to locate their own form of testing at a facility that provides the specific testing required. The cost of surveillance/screening tests may be subject to cost-sharing, such as deductibles.

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Is it possible to begin with bulk shipment and then transition some staff to direct mail once we have more information about vaccination status?

The direct mail to employees is an option Departments can exercise and can be accomplished by submitting the proper request form found here:

<https://app.smartsheet.com/b/form/34d3bee3fffc41d981d75df750d4be99>

Previously, we were receiving weekly updates from DHHS on spreadsheets that provided info on staff who were vaccinated, staff who were not vaccinated and tested, and staff who were not vaccinated and did not test.

As noted above, DHHS is no longer able to provide vaccination status information. DHHS can only provide information on which employees tested. In order to match the testing information with vaccination status of employees, departments must collect proof of vaccination directly from employees. Those who cannot prove vaccination status, aside from those with documented medical or religious exemptions, will be subject to weekly testing.

To request that your agency receive weekly testing reports on employees, please send a request via email to data@dhhs.nv.gov with the subject line: "COVID19 TESTING REPORT REQUEST – *INSERT AGENCY NAME*", and CC Kyra Morgan, State Biostatistician, at kmorgan@health.nv.gov.

Do these tests have an expiration date?

The expiration date will be noted on tests.

Are there special storage requirements for the tests? Is there anything else we need to know about them?

Please keep tests in secure space at room temperature.

Are the tests the PCR/Golden Standard version?

NO, these tests are the rapid antigen tests.

Who is the point of contacts?

For information on employee testing status data: data@dhhs.nv.gov and cc Kyra Morgan, State Biostatistician, at kmorgan@health.nv.gov

For information relating to testing supplies, ordering, or proctoring: PEBPCOVIDTesting@peb.nv.gov

I am low on bulk-shipment tests in my agency, how do I order more?

If you are low on tests, please complete the online form here

(<https://app.smartsheet.com/b/form/dd3966df7a4e403aaf1dc5ebe10e725e>) and also send an e-mail to PEBPCOVIDTesting@peb.nv.gov so this can be escalated. Tests must be ordered 2 weeks in advance.

Do employees that do not have a regular work schedule or are not scheduled to work still required to test?

Unvaccinated state employees (even 100% remote ones) are required to test weekly. It is important to note that cumulative vaccination rate of a given state office building is no longer a consideration.

Regardless of the percentage of employees vaccinated in the building, unvaccinated state employees are required to test weekly.

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What is the disciplinary process for unvaccinated employees who do not test every week?

As you will recall, each agency was expected to develop a disciplinary process for failure to test based upon that agency's specific Prohibitions & Penalties. Two weeks after the commencement of this new testing procedure (i.e., March 7, 2022) agencies may impose discipline for failure to test pursuant to those previously developed disciplinary processes. For those employees who were already in the progressive discipline process when the last testing program ceased, agencies are expected to pick up the disciplinary process at the next step in the agency's process.

Does a seasonal status unvaccinated employee who is not working for several weeks to a couple months need to test?

Seasonal employees, when not working, are not considered active employees. They would not be subject to weekly testing. Once the seasonal employee begins working and is active, any unvaccinated employees would be subject to weekly testing.

Can vaccinated employees who are not subject to testing use the proctored test option?

Yes, however it is not necessary. Vaccinated employees can self-administer the test without using the proctoring option.

I submitted a request for 16 tests; however, received 3 packs totaling 18 tests. Is this right?

Agencies are requested to provide PEBP the total number of tests needed, however the shipments arrive in packs of 6, so agencies may end up with extra tests. Any extra tests should be retained and factored into future ordering requests.