

TRS suspending in-person office visits because of coronavirus

Effective immediately in support of efforts to combat the coronavirus, TRS is suspending in-person office visits. TRS remains open for any type of assistance, including remote counseling, for any members.

Under normal conditions, TRS prides itself on accepting members on a walk-in basis without requiring appointments. As everyone across the state, the nation and the world knows, these are not normal conditions.

TRS will continue to issue retirees' annuity and medical insurance payments as usual, and staff will be available to address any concerns. Practically any business with TRS can be conducted – or any question can be answered – remotely using the guidelines outlined below.

Follow TRS's Twitter and Facebook accounts, in addition to the website, for announcements of any further developments, including when in-person visits will resume.

What follows are answers to common questions about how TRS is operating during the coronavirus outbreak.

Will my TRS retiree insurance cover coronavirus testing, and will I have to pay the copay for it?
For people covered through TRS retiree health insurance on either the Kentucky Employees' Health Plan (KEHP) or the Medicare Eligible Health Plan (MEHP), all member cost sharing – including copays, coinsurance and deductibles – for approved diagnostic testing for COVID-19 has been waived. For more information, see the TRS website's coronavirus response page.

How do I ask general questions from home?

Call the Information Center at 800-618-1687 or email info@trs.ky.gov.

How do I meet with a counselor from home?

Remote counseling with a TRS counselor can be arranged by calling the Information Center at 800-618-1687. A counselor can speak with you over the phone.

How can I obtain information about my account without coming to Frankfort?

TRS member retirement account information is available 24-7 using Pathway (mss.trs.ky.gov).

How to use Pathway

Use your TRS ID and password to log in to Pathway. If you are a first-time user, click "Register" and follow the steps to complete registration. If you have forgotten your password, or your TRS ID, you may call the Information Center number above and staff will be able to assist you.

Will my TRS annuity and medical benefits payments continue?

Yes.

How does this impact TRS investing?

The spread of COVID-19 has impacted global markets over the short term. TRS is a long-term investor, focusing on returns in terms of decades — not days, weeks or months. The TRS investment portfolio is well diversified in order to respond to periods of market volatility like this. Retirement benefits of TRS members continue to be secure.

Where can I obtain accurate information about COVID-19?

Kentucky: <http://www.kycovid19.ky.gov>

United States: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>