

New benefit options available in 2024!



Teladoc Telemedicine

Teladoc will be Villanova's new telemedicine provider, through IBC, offering members a larger provider network.

What is Teladoc?

Teladoc provides whole-person virtual care. With Teladoc, Villanova employees get 24/7 access to low-cost, high-quality virtual health care for common health concerns like cough, sore throat, fever, rashes, allergies, asthma, ear infections, pink eye, nausea, and more.

Teladoc includes:

- Access to one of the largest virtual care networks in the country, with board-certified doctors who are available by phone, web, or the Teladoc mobile app.
- Interpreters who know your language, including American Sign Language (ASL).
- Prescriptions sent to your pharmacy of choice.
- A caregiving option, which allows a babysitter to schedule a visit on your behalf if your child gets sick while in their care.

Using Teladoc is a convenient option when it's not possible to visit your doctor's office. Services are completely confidential. It is quality care when you need it most.

In addition to telehealth services, telebehavioral health and teledermatology will now be available!

To contact Teladoc, call **1.800.Teladoc** (800.835.2362), visit **www.teladochealth.com**, or download the mobile app.

When registering, you may be instructed to enter an "Employer Code". This step can be skipped, as no employer code is needed to register.

Benefits Member Advocacy Center (Benefits MAC)

The Benefits Member Advocacy Center, provided by Conner Strong & Buckelew, can help you and your covered family members navigate your benefits.

Contact the Benefits MAC to:

- Find answers to your benefits questions
- Search for participating network providers
- Clarify information received from a provider or your insurance company, such as a bill, claim, or explanation of benefits (EOB)
- Guide you through the enrollment process or how you can add or delete coverage for a dependent
- Rescue you from a benefits problem you've been working on
- Discover all that your benefit plans have to offer!

Contact the Benefits MAC at **800.563.9929**, submit a request online at **www.connerstrong.com/memberadvocacy** or email **cssteam@connerstrong.com**.

The Benefits MAC is available Monday through Friday, 8:30 am to 5:00 pm ET. After hours, you will be able to leave a message with a live representative and receive a response by phone or email during business hours within 24 to 48 hours of your inquiry.