BenefitsWise
"BETTER BENEFITS THROUGH COLLABORATION"

Helpful ICUBA Resources
Welcome back! We know during this hectic “back to school” time you’re trying to solve all the world’s problems. We want your benefits to be easy and accessible so we compiled a quick list of ICUBA Resources for you convenience:

BCBS Essential Advocate 1-888-521-2583 (24/7)
BCBS Care Coordinators, Health Advocates and Registered Nurses are ready to help! Equipped with professionals to assist with medical problems or concerns, schedule doctors appointments, find a provider in your area and even a nurse hotline, the BCBS Essential Advocate is here to assist 24/7!

OptumRx HealthCare Advisor 1-855-811-2213 (8 AM-11 PM, M-Th & 8 AM-8 PM, F)
The OptumRx Health Care Advisor team is your one-stop resource for personalized pharmacy support and guidance. The team at OptumRx is trained in ICUBA’s prescription drug benefits and can answer any questions you may have regarding the ICUBA pharmacy tiers, formulary questions, treatment options, preferred vs. non-preferred medications, and more! *(After hour calls are directed to the general customer service line.)*

ICUBAcares Pharmacist Advocate Program 1-877-286-3967 (9 AM-5 PM, M-F)
Our ICUBAcares Pharmacist can serve as a liaison between doctors, pharmacy and the insurance company. Whether you have a question for a pharmacist on a medication you are taking or considering or want assistance with a prior authorization from your provider, ICUBAcares is ready to help.

Teladoc 1-800-TELADOC (835-2362) (24/7)
Teladoc gives you access 24 hours, 7 days a week to a U.S. board-certified doctor through the convenience of phone, video or mobile app visits. A Teladoc doctor is just a call or click away. (Make sure you establish a Teladoc account—more information on page 2 of this newsletter!)

Resources for Living EAP 1-877-398-5816, Option 1 (24/7)
The EAP is a confidential resource that can help you deal with problems that seem overwhelming or regular day to day items! No issue is too large or too small. You don’t have to be enrolled in an ICUBA medical plan to use this benefit. All employees (and everyone who lives with you in your home) can take advantage of this resource, which includes six free counseling sessions per issue per plan year.

ICUBA Benefits Administration 1-866-377-5102 (8 AM-8 PM, M-F)
ICUBA Benefits Administration is always here to help! Give us a call to check your FSA/HRA account balance (24/7 with the automated system) or between 8:00 AM - 8:00 PM for a live agent. We can answer almost everything when it comes to your benefits, or at least point you in the right direction!

...and remember our single sign-on section at http://ICUBAbenefits.org!
Visit our single sign-on section located below the scrolling banner and gain access to ICUBA’s Brand Partners including BCBS MyHealthToolkit and Rally, OptumRx Prescription Drug Portal, Resources for Living and Aetna Navigator and of course, the ICUBA MasterCard!
Mindful Moment: *Unplug Every Day*

These days, everywhere we look we see screens: computer screens at work, TV screens at home, and phone and tablet screens in between. The constant connection with what’s going on in the world can be great—but it can affect us in some pretty harmful ways, too. The busyness we feel from being so plugged in prevents us from having downtime—which can make us stressed-out and cranky. It can also cause health problems like neck and back issues and double or blurred vision.

So it’s important to give ourselves time to unplug every day. Use these tips, or create your own:
- Create a sleep sanctuary
- Power off screens an hour before bedtime
- Check email and social media less
- Replace technology time with activities that nurture your mental and physical health


Registering with Teladoc!

Have you registered for Teladoc? At only $5 per consultation, what are you waiting for?

Registering online is the first step! It’s important to set up your account in advance so you don’t have to step through the process when you’re feeling under the weather. There are a few ways to register:

Employees can visit [ICUBAbenefits.org](http://ICUBAbenefits.org) and click on the single sign-on feature to BCBSMyHealthToolkit. From there, Teladoc can be found in the Quick Links. This will automatically direct you to the Teladoc site for profile completion!

Spouses and dependent children over the age of 18 years old can register by visiting [Teladoc.com](http://Teladoc.com) directly and creating a profile. Get started as a Member. Enter the general information, select “I do not have a username” and the Company Name is ICUBA.

In both instances, members will provide some medical history information (similar to a doctor’s office). We also recommend sharing information with your Primary Care Provider so they can monitor your full medical picture.

Once you’re set up, requesting a consultation is easy! If you wake up in the middle of the night with a scratchy throat or feel a sinus infection coming on while you’re at work, simply request a consultation online, on the app or by calling Teladoc directly. The process allows you to identify the best time for a doctor to contact you and get the quick attention you need to feel better! It’s super quick and easy and members only pay a low $5 copay per consultation.

Remember to download the mobile app so you have access to a doctor from anywhere!