

IMPORTANT CONTACT INFORMATION



LEWERMARK CLIENT ADVOCACY TEAM

For questions regarding benefits or claims status, contact:

- Toll Free: **1 (800) 821-7710** (Monday–Friday, 8:00 a.m. to 5:00 p.m. Central Time)
- Chat with us at: www.lewermark.com
- Email us at: lewermarksupport@lewer.com
- Your school webpage: www.lewermark.com/fairbanks
- The Lewer Agency, Inc. | Student Insurance | 9900 W 109th St. Suite 200 | Overland Park, KS 66210



TELADOC

Teladoc is a convenient and affordable option that allows students to talk to a doctor who can diagnose, recommend treatment, and prescribe medication, when appropriate, for many of their medical issues.

- Download: FREE **TELADOC** app from your device's app store today
- Web: www.teladoc.com
- Toll Free: **1 (800) 835-2362**
- 24/7/365 access



TELUS Health Student Support by TELUS Health (formerly My SSP by LifeWorks)

TELUS Health Student Support is an International Student Support Program designed to help international students face the challenges of balancing school, adjusting to a new culture, and adapting to their other responsibilities.

- Download: FREE **TELUS Health Student Support** app from your device's app store today
- Web: myssp.app
- Toll Free: **1 (866) 743-7732**
- Phone: **001-416-380-6578** (If calling outside of North America)
- Available 24/7



TOGETHERALL

The Togetherall Online Community is designed to provide a safe and anonymous place for students to get online peer support. Registered mental health practitioners are on hand 24/7 to keep the community safe.

- Web: <https://account.v2.togetherall.com/register/student>
- Available 24/7



SCHOLASTIC EMERGENCY SERVICES

Students, staff or parents should contact Scholastic Emergency Services if there is a life-threatening emergency or illness.

- Toll Free: **1 (877) 488-9833** (Toll free inside the USA)
- Phone: **1 (609) 452-8570** (If calling outside of the USA)



PPO NETWORK

To locate doctors and facilities within the Aetna network, visit:

- Web: Find an Aetna Provider



Quality Care + Convenience

Teladoc provides your students with 24/7 access to U.S. board-certified doctors by phone. Teladoc is a convenient and affordable option that allows students to talk to a doctor who can diagnose, recommend treatment, and prescribe medication, when appropriate, for many of their medical issues including::

- Sinus problems
- Bronchitis
- Allergies
- Cold and flu symptoms
- Respiratory infection
- Ear infection
- And more!

Download the TELADOC App!

www.teladoc.com



Contact TELADOC 24/7/365
Call toll-free: 1(800) 835-2362

TELUS Health Student Support



Tailored Support for International Students

This student assistance program is designed to support you in your native language and cultural context to help you resolve mental and physical health concerns, cultural shock, adaptation to life in the U.S., and much more. International students can call or chat for mental health counseling 24/7 with no limit.

Help is available from a network of qualified professionals for no additional charge.

TELUS Health’s International Student Support Advisors can help anytime, anywhere with:

- Adapting to new cultures
- Being successful at school
- Relationships with friends and family
- Stress, sadness, loneliness, and more

Students can connect with an Advisor who:

- Speaks their language
- Understands their culture
- Keeps their information confidential
- Is available 24/7 and at no cost to the student

Contact TELUS Health 24/7

Toll Free: 1 (866) 743 – 7732

Calling Outside U.S.: 001-416-380-6578

Download the App!

myspp.app





Online Community Support

Togetherall is a safe, online community to share feelings anonymously and get support to improve mental health and well-being. In the community people support each other, safely monitored by licensed and registered mental health practitioners.

Register with Togetherall today!

<https://account.v2.togetherall.com/register/student>

SCHOLASTIC EMERGENCY SERVICES (SES)



Service Arrangements for Emergency Situations

Students, staff and/or parents should contact Scholastic Emergency Services if there is a life-threatening emergency or illness. Scholastic Emergency Services is a service-arranger, not insurance, so please contact them first as they cannot reimburse for any services you pay for or use. **SES will not pay for services on a reimbursement basis**, so you must contact them immediately.

If you call 911 for a medical emergency, your next phone call should be to Scholastic Emergency Services.

They will make all arrangements for you to provide for the following:

- Assistance finding a provider
- Translation assistance
- Medical evacuation transportation
- Critical care monitoring
- Compassionate family visit
- Medical trauma counseling
- Prescription assistance
- Emergency message transmission
- Repatriation (return of mortal remains)
- Legal assistance

IMPORTANT: You must call SES prior to using any of the above services

CONTACT SES 24/7

1 (877) 488-9833 (Toll free inside the USA)

1 (609) 452-8570 (If calling outside the USA)

Reference Number: **01-AA-LEW-05034**