

## Open Enrollment Reminder: Online and Virtual Tools

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**From** : Benefits Announcement <DoNotReply-20061501@philasd.org>

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**Subject** : Open Enrollment Reminder: Online and Virtual Tools

**To** : everyone@philasd.org

Dear Colleagues,

We want to remind you of the extended Benefits Open Enrollment period that continues through June 30. Everything you need to know is available on the Open Enrollment website [here](#).

Open Enrollment is your only opportunity to add or remove an eligible dependent (spouse, partner or child up to age 26) or switch between plans without a qualifying event for the 2020-21 school year. You can also update your status for [spousal surcharge](#) if you had a change and did not report it.

To better understand the options available to you, you can access enrollment materials and information on the [Benefits website](#). **You only need to take action if you want to make a change to your benefits during Open Enrollment.**

Since we're all doing much more online, today we are highlighting the electronic and virtual tools available to you.

### **Manage your health on the go using the IBX app**

Download the free IBX app for your [iPhone](#) or [Android](#). With new and improved features, you get easy access to your health care coverage 24/7, wherever you are. Use it to:

- Access benefit information
- View, share, or order a new ID card
- Find a doctor or hospital, and change your primary care physician (this feature is only available to Keystone HMO members)
- See your most recent claims and any open referrals
- Reach your health goals with Achieve Well-Being tools

### **IBX Wire™**

Exclusively for Independence members, IBX Wire™ is a mobile communication service that gives you a direct connection with Independence so you stay informed. **Text IBXSDP to 73529** or call 1-888-700-1078 to sign up for text alerts today.

### **Nutritional Counseling**

Nutritional counseling and coaching can help you lose weight, boost immune health, gain energy, sleep better and manage stress. We've partnered with CHARGE to offer convenient telehealth nutrition visits from the ease of your phone or computer. CHARGE is offering a complimentary initial visit regardless of your insurance plan. Signing up is easy! Click [here](#) to get started today or enter <https://calendly.com/charge-virtual-nutrition/virtual-nutrition-visit-psd?month=2020-05> into your browser.

Also remember, the School District of Philadelphia's Independence Blue Cross medical plan provides employees up to 6 visits per year with a registered dietitian — **at no cost**.

**Employee Assistance Program Call: 833.812.5180 / TTY: 800.697.0353**

All employees and their families have access to support through the [ComPsych Guidance Resources](#). There is no cost to you and all information is confidential. If you need referrals for counseling and treatment you get up to five virtual sessions, per issue per employee/family member per year. Learn more by clicking [here](#).

**MDLive**

Telemedicine is convenient and there is no copay to School District of Philadelphia's Independence Blue Cross medical plan members. When you can't get to your doctor in person, you can see a board-certified doctor by secure video, phone, or mobile app — anytime, anywhere — who can treat non-emergency medical conditions such as: colds, allergies, asthma, pink eye, ear infections, sinus problems, respiratory infections, joint aches and pains, vomiting and nausea. Sign up now, it's easy to get started. Text IBX to MDLIVE (635483) and a virtual assistant will walk you through the steps. You can also call 877-764-6605 or visit [MDLIVE.com/IBX](https://MDLIVE.com/IBX).

**Tele-Behavioral Health**

Schedule a virtual visit through your School District of Philadelphia's Independence Blue Cross medical plan. To locate a licensed professional who offers tele-behavioral health services, call 1-800-688-1911. No deductible, but plan copays apply.

If you are making changes to your benefits, you can now complete and submit forms online or on a smart-phone. You can also submit forms and documents by email to [openenrollment@philasd.org](mailto:openenrollment@philasd.org), or fax them to 215-400-4631. **All forms and documents must be submitted by June 30.**

Although our office is closed to walk-in customer service, we are available to help with questions or concerns. You can email us at [openenrollment@philasd.org](mailto:openenrollment@philasd.org). If you are unable to email us, you can leave a message at (215) 400-4630 and we will return your call.

Sincerely,

The School District of Philadelphia  
Office of Benefits and Retirement

**Open enrollment website:** <https://www.philasd.org/benefits/open-enrollment/>  
**Benefits Pages:** <https://www.philasd.org/benefits/home/medical-benefits/>