

COVID-19: Verizon India Resource Guide

COVID-19 Resource Page

<https://vzweb.verizon.com/coronavirus-resource-page>

Security Front Desk Phone Numbers

Hyderabad: 040-44005949 / 040-44007410 / 9642532345 / 9642325094

Email: Verizon.India-SCC-Hyd@verizon.com

Chennai: 044 - 43940700/ 044-43940105/ 9710779777

Email: Verizon.india-scc@verizon.com

Bangalore: 080 - 30775400 / 080 - 45589017 / 9663105400 / 7899836878

Email: India-mission-control@verizonmedia.com

Helpdesk - Digital Workplace (IT Support)

24/7: Live Chat Support - [IT Helpdesk](#)

24/7: Dial 1-866-899-4872 from personal hangouts or Skype

From mobile phone: 988 532 5683 (Hyderabad) | 988 432 5683 (Chennai)

For any issues which require troubleshooting, request you to visit Self Help [Knowledge Base](#) articles.

If the article does not help, then click on “Create an incident” or “Live Chat” which is available at the bottom of the article.

Self Help - [Password Reset Landing Page](#)

Self Help - [SDZ/SSZ Landing Page](#)

Self Help - [dCloud Virtual Desktop Landing Page](#)

[Verizon India - Best Practices for Home Internet Usage during Work from Home](#)

COVID Leaves Process

<https://vzweb.verizon.com/covid-19-forms>

<https://vzweb.verizon.com/covid-19-employee-information>

Mediclaim

<https://portal.medibuddy.in/Home.aspx>

Contacts: Medi Assist helpline - 080-4719 3443 | 080-4719 3456

Email ID - verizon@mediassist.in

Medi Assist Contacts for **COVID related**:

Chennai: anand.sridhar@mediassist.in | Mobile: 9566116633

Hyderabad: shreyas.n@mediassist.in | Mobile: 7358769724

Note - These contacts can be contacted for Bangalore and outside these locations as well

Next level –

- Jijimol Joseph - jijimol.joseph@medibuddy.in Mobile: 9566022059
- Pragati Ghorpade – Towerswatson - pragati.ghorpade@willistowerswatson.com | Mobile: 9916120231
- **HR escalation** – Usha Giridharan | usha.giridharan@verizon.com | Mobile: 9841405909

Homecare treatment:

Verizon group policies cover Covid-19 home care treatment subject to adhering to the following conditions:

Intimate clause strictly to be adhered to- The patient should intimate TPA Medi Assist within 24 hrs. of them getting diagnosed with COVID-19 and being instructed to be under home quarantine. This is applicable for all employees and dependents covered under the policy.

- This is effective August 14, 2020 i.e. employees diagnosed with Covid-19 on or after August 14, 2020,
- Medical practitioner advice for home care is a must and it has to be followed by continuous monitoring at home
- Expenses incurred towards diagnostic tests, medicines, consultation, nursing, pulse oximeter etc. will be covered.
- Maximum expenses incurred up to 14 days is admissible
- Maximum of Rs.15,000/- per incidence is admissible under this clause
- Treatment at private facilities not authorized/approved by Govt is not admissible
- Quarantine expenses (in the absence of confirmed diagnosis) is not payable
- How to submit the claim
 - The employee should submit the COVID-19+ve report, doctor prescriptions, bills and receipts like a normal reimbursement claim in [Medi buddy portal](#) or app.

Note:- The above benefits are based on current guidelines and subject to change at any given point of time as per IRDA.

Covid 19 Hospital Search now available on [Medi buddy](#) portal

Refer to [Confluence page](#) / [CrowdAround page](#) for relevant information

Leave management (LMS):

- 'No swipe' for the period 'March 19 to Aug 31 has been regularized from back-end by
- If an employee has availed/ plan to avail leave during the above mentioned period, employee is required to apply for leave in the [LMS](#) system accordingly.
- Please note, no automated notification or alert will be generated as a reminder.
- For applying Comp off, revoke of leave, Night Shift entry etc., kindly log into the Leave Status tab in LMS, apply revoke for the required dates. Once supervisor approves the revoke, employee may apply leave, Comp Off, NSA etc as the case may be.

Employee Assistance Program (EAP – ANTHEM)

Free Phone: 000800 100 9445 / Collect / Reverse Charge Calling 080 6608 0031.

Access EAP resource page [here](#). Workplace Options have conducted webinars on 'KEEP CALM AND CARRY ON - MAINTAINING YOUR COMPOSURE AMIDST THE PANDEMIC PANIC'- MAINTAINING YOUR COMPOSURE AMIDST THE PANDEMIC PANIC'

- Get more information on:
 - Strategies to tackle feelings of anxiety and stress.
 - Practical techniques for working from home
 - Ways to address signs of panic in the workplace
 - When to reach out for further help and support

Watch the replays through Anthem Link in About You

Click Anthem –> enter “Verizon” –> select “language” from the drop-down menu

Access upcoming Webinars on [Anthem EAP site](#) | [Download App - iConnectYou](#)

HRBP Contacts

Naresh Elumalai	SOI, CXP, Visbile & Architecture, CMO, Aparna K, Nancy Clark, Krista Browne Org	8939896757
Jobdanielraj John (Danny)	VBG GTS, VBG Global customer Ops, VBG Marketing, VBG DVSS	9841355742
Deepika Singh	SOR, QA, PPO & Tech Ops, Robert Miller's Org	8886473737
Raji Nair	SOE	7305049934
Shayana Kadyan	CSG, G&A, Network Ops & Engrg, Legal Finance, TAG, Physical Security, Corp Communication & Tanmay's Team	7305070487
Pujitha Singh	VIPS, NPD, IT Security, SDN/NFV Team	7337386533
Vignesh Mahalingam	Network Systems, Krishna Raju's org	9500199444

In case, you suspect COVID positive for self or family, please reach out to your HR Business Partner.

For HR queries log on to [HR Live](#)

If you have any additional questions, please reach out to your HRBP, supervisor, or the Security team at 7338962888 or 9710779777 or 9642325094.