



ARCHDIOCESE OF NEW ORLEANS

Office of Human Resources

Contact information in red is for Site Admin use ONLY.
Do not share the information in red with your staff.

Benefits Advocacy Center
1-833-857-0755
bac.anobenefits@ajg.com

Third party call center for all staff to answer questions, enroll new hires, process Qualifying Life Events, etc.



Medical

Group # 76-413717
Customer service for staff: 800-826-9781
<https://member.umar.com>

UMR Questions

Contact your Gallagher representatives

Health Coach Tawnya Ridi, DTR CDN
612-383-3849, tawnya.ridi@umar.com



Dental, Vision, Life and Disability

Group Policy # 538205
Customer service for staff: 800-541-7846
<https://www.guardiananytime.com>

Eligibility/Billing Claims

Molly Bruch, 920-749-6169, molly.bruch@glic.com



Gallagher is our 3rd party insurance broker. They act on behalf the Archdiocese for medical, dental, vision, life and disability coverage.

Billing Questions

Amy Jones, 334-605-1507
Amy_Jones@ajg.com

Continuation of Coverage

Blair Barnes, 334-605-1012
Blair_barnes@ajg.com

Gallagher or benefitsCONNECT Questions or Benefits Advocacy Center issues

Jenny Bravo, 504-378-4680, jenny_bravo@ajg.com
Dori Johnson, 225-906-1232, dori_johnson@ajg.com
Duncan Hope, 334-410-7078, duncan_hope@ajg.com



Customer Service for Staff:
800-835-2362
<https://www.teladoc.com/>



504-301-3318
support@crescent-payroll.com

WorkLifeMatters

An Employee Assistance Program

Employee Assistance Program (EAP)
Customer Service for staff:
1-800-386-7055
(Available 24 hours a day, 7 days a week*)
ibhworklife.com
User name: Matters
Password: wlm70101
eapcounselor@ibhcorp.com



888-697-0021
support@ioipay.com



Customer Service for staff: 877-659-6995
<https://archdioceseno.voya.com>

Tina DeThomaso, 781-796-9899,
Tina.dethomaso@voya.com

Tina Rice, 612-224-7031,
tina.rice@voya.com