

<p>Medical &amp; Behavioral Health Care Benefits (and technical support)</p>	<p><i>Blue Cross/ Blue Shield of IL</i>  300 E. Randolph St. Chicago, IL 60601  www.bcbsil.com  <b>(866) 804-0976</b></p>	<p>Benefits Advisor line open Monday-Friday, 8:00 a.m.-6:00 p.m. for:</p> <ul style="list-style-type: none"> <li>• Medical &amp; behavioral claims</li> <li>• Specific coverage questions</li> <li>• Scheduling appointments for participants</li> <li>• Cost estimates for specialty treatment/procedures</li> </ul> <p>Customer Service Reps available 24/7/year-round days.</p>
<p>24/7 Nurse Hotline</p>	<p>800-299-0274</p>	<p>Call center open 24/7/year-round, for:</p> <ul style="list-style-type: none"> <li>• Emergency care</li> <li>• Urgent care</li> <li>• Family care</li> <li>• Certified triage care</li> </ul>
<p>Pharmacy Benefits</p>	<p><i>OptumRx</i>  1600 McConnor Parkway  Schaumburg, IL 60172  www.OptumRx.com  <b>800-356-3477</b></p>	<p>Customer care center open 24/7/year-round, for assistance with:</p> <ul style="list-style-type: none"> <li>• Ordering prescriptions</li> <li>• Pricing prescriptions</li> <li>• Processing prescriptions</li> <li>• Overrides</li> <li>• Emergency refills</li> </ul>
<p>Pharmacy Benefits</p>	<p><i>OptumRx</i>  <b>855-427-4682</b></p>	<p>Customer care center open 24/7/year-round, for assistance with:</p> <ul style="list-style-type: none"> <li>• Specialty medications are used to treat complex conditions.</li> <li>• Specialty therapies</li> <li>• Infused medications</li> </ul>
<p>Pharmacy Benefits- Technical Support</p>	<p><i>OptumRx</i>  <b>888-326-1269</b></p>	<p>Customer support center open 24/7/365 for registration issues or trouble logging in.</p>

Dental Benefits	<i>Cigna Dental</i> P.O. Box 188037 Chattanooga, TN 37422 my.cigna.com <b>800-244-6224</b>	Customer care center open 24/7/year-round, for assistance with: <ul style="list-style-type: none"> <li>• Claims questions</li> <li>• Choosing a provider</li> <li>• DHMO card (the only dental plan that mails cards).</li> </ul>
Dental Benefits-Technical Support	my.cigna.com <b>800-853-2371</b>	Technical support line open 24/7/year-round. Text line Available Monday-Friday 9am- 8pm (ET).
Vision Benefits & Technical Support	<i>VSP Vision Care</i> 200 S. Wacker Drive Chicago, IL 60606 <a href="http://www.vsp.com">www.vsp.com</a> <b>800-877-7195</b>	The customer support center is open Monday-Saturday 6:00 a.m.-5:00 p.m. (PT). <ul style="list-style-type: none"> <li>• For questions concerning:</li> <li>• Claims</li> <li>• login information</li> <li>• summary of benefits</li> </ul>
Health Savings Account (HSA)	<i>HealthEquity</i> <b>844-341-6998</b>	Customer care center open 24/7/year-round days, for help with: <ul style="list-style-type: none"> <li>• Account management</li> <li>• Reimbursement questions</li> <li>• Approved purchases</li> <li>• Replacing expired cards</li> </ul>
Health Savings Account (HSA) Technical Support	<i>HealthEquity</i> <b>866-346-5800</b>	Customer support center open 24/7/365 for registration issues or trouble logging in.
Telemedicine (Virtual Health Care by phone or video)	<i>MdLive</i> <b>888-750-4991</b> <i>Free services through 2024</i>	Video/Phone/Chat service open 24/7/year-round, offers: online appointments for: <ul style="list-style-type: none"> <li>• Medical visits</li> <li>• Online therapists</li> <li>• Psychiatric visits</li> </ul>
Telemedicine Technical support	<i>MDLive</i> <b>888-632-2738</b>	Customer support center open 24/7/365 for registration issues or trouble logging in.

Employee Assistance Program	<p><i>Optum</i> lliveandworkwell.com <b>866-881-6800</b></p>	<p>Client support center open 24/7/year-round, with licensed professionals that help with:</p> <ul style="list-style-type: none"> <li>• Financial</li> <li>• Legal</li> <li>• Relationship</li> <li>• substance abuse,</li> <li>• managing stress</li> <li>• housing</li> <li>• child and elderly care</li> </ul> <p><i>(Service is for participant and household members, regardless of HealthFlex enrollment).</i></p>
Employee Assistance Program Technical Support	<p><i>Optum</i> <b>866-894-5795</b></p>	<p>Open Monday-Friday, 8:00 a.m.-8:00 p.m. (ET). For registration issues or trouble logging in.</p>
Retirement Health Benefits	<p><i>VIA Benefits</i> <b>866-249-7785</b></p>	<p>Supplemental health care coverage. Licensed benefits advisors that offer guidance and support when considering your options for coverage. Health Reimbursement Account (HRA) allotment.</p>
Retirement Financial Planning (Unlimited Free Consultations)	<p><i>EY Financial Planning</i> <a href="https://wespath.eynavigate.com/">https://wespath.eynavigate.com/</a> <b>800-360-2539</b></p>	<p>Client service center open 8:00 a.m. to 7:00 p.m. (CT) Monday-Friday for participants to schedule one on one appointments with financial planners for:</p> <ul style="list-style-type: none"> <li>• managing budgets</li> <li>• debt consolidation</li> <li>• retirement goals</li> <li>• contribution review</li> </ul> <p>This benefit is for active participants, surviving spouses, and retired participants with a minimum account balance of \$10,000.</p> <ul style="list-style-type: none"> <li>• The website offers:</li> <li>• calculators</li> <li>• webinars</li> <li>• educational content</li> </ul>

Lay Short Term Disability (STD) Claims	<i>UmLifeOptions</i> UNUM Benefits Center: P.O. Box 100158, Columbia SC, 29202 unum.com <b>Claims 800-858-6843</b> fax: 800-447-2498; 800-445-0402.	Customer care center open Monday-Friday (ET), for: <ul style="list-style-type: none"> <li>• claims procedures</li> <li>• coverage detail</li> <li>• employer/employee forms</li> </ul> Connect with your H.R. team before filing any claims.
Wespath Welfare Benefits	UNUM claims: 800-985-0242 <a href="https://secure.bswift.co">https://secure.bswift.co</a>	Phone line for optional life insurance claims and beneficiary updates. You can also file optional life insurance claims through the website.
General Health, Pension and Retirement questions.	<a href="mailto:benefits@inumc.org">benefits@inumc.org</a>	For questions regarding benefits, email a member of the Conference Benefits Support Services team.
Mobile application/Website that navigates participants through their wellness benefits	<i>I.am.virgin.pulse.com</i> <i>Virgin Pulse app is available for android or iPhone.</i>	Platform that navigates you through wellness benefits, credits, and incentives.
Website Platform that navigates participants through their benefits package.	<i>my.benefitsaccess.org</i> Wespath 1901 Chestnut Ave., Glenview IL 60025, <b>800-851-2201</b> <b>847-869-4550</b>	Website Benefits system that allows you to easily navigate through all your benefits. The Customer Support line is open Monday through Friday 7:00 a.m.-6:00 p.m. (CT).