



CONTACT INFORMATION

For all your benefit questions:
Benefits Service Center
PO Box 2115
602 Scarboro Road, MS-8258
Oak Ridge, TN 37831-2115

Call: 574-1500 or
toll-free 1-877-861-2255
Fax: 1-865-241-0531

www.y12.doe.gov/jobs/benefits/book-benefits/



YOUR BOOK OF BENEFITS—ACTIVE EMPLOYEES

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<p>Medical</p> <p>Open Access</p> <p>Point-of-Service</p> <p>Indemnity</p>	<p>CIGNA</p>	<p>Member Services: 1-800-244-6224</p> <p>To file a claim, mail your completed claim form to the address shown on your ID card</p> <p><i>Website: www.cigna.com</i></p>
<p>Mental Health/Substance Abuse (MH/SA)</p>	<p>CIGNA Behavioral Health</p>	<p>Member Services: phone number is found on your CIGNA ID card (MH/SA)</p> <p><i>Website: www.cigna.com</i></p>
<p>Prescription Drugs</p>	<p>Medco</p>	<p>Member Services: 1-800-685-8869</p> <p>To mail new prescriptions:</p> <p style="padding-left: 20px;">Medco P.O. Box 650322 Dallas, TX 75265-0322</p> <p>To order online: www.medco.com</p> <p>For the automated refill system:</p> <p style="padding-left: 20px;">1-800-473-3455</p> <p>For instructions on how to fax your prescription, have your doctor call</p> <p style="padding-left: 20px;">1-888-327-9791</p>
<p>Vision (for employees enrolled in a CIGNA Plan)</p>	<p>Vision Service Plan</p>	<p>Member Services: 1-800-877-7195</p> <p>To file a claim, mail your claim to:</p> <p style="padding-left: 20px;">Vision Service Plan Attn: Out-of-Network Provider Claims P.O. Box 997100 Sacramento, CA 95899-7100</p> <p><i>Website: www.vsp.com</i></p>
<p>Disease Management</p> <p>Clinical support for specific health conditions: asthma, cardiac arterial disease, chronic obstructive pulmonary disease, congestive heart failure, diabetes, low back pain</p>	<p>Optimal Health</p>	<p>1-866-225-2980</p>

Dental	MetLife	Member Services: 1-800-942-0854 To file a claim, mail your claim to: MetLife Dental Claims P.O. Box 981282 El Paso, TX 79998-1282 <i>Website: www.metlife.com</i>
	Delta Dental	Member Services: 1-800-223-3104 To file a claim, mail your claim to: Delta Dental Plan of Tennessee 240 Venture Circle Nashville, TN 37228 <i>Website: www.deltadentaltn.com</i>
Employee Assistance Program (EAP)	Magellan	Member Services: 1-800-888-2273 <i>Website: www.MagellanAssist.com</i>
Long-Term Disability	MetLife	Member Services: 1-800-300-4296 Mailing Address: Metropolitan Life Insurance Company P.O. Box 14590 Lexington, KY 40511-4590 Fax number: 1-800-230-9531
Long Term Care	MetLife	Member Services: 1-800-438-6388 Mailing address: Metropolitan Life Insurance Company P.O. Box 937 Westport, CT 06881-0937
Life Insurance: Basic Life, Supplemental Life	MetLife	Statement of Health Unit: 1-800-638-6420 prompt 1 For Life Insurance conversions information: 1-877-275-6387
Savings Program	Retirement Savings Plan Committee	Mailing address: Y-12 National Security Complex c/o Plan Administrator's Office 602 Scarboro Road, MS-8258 Oak Ridge, TN 37830-8258
	Schwab Retirement Plan Services Company	United States: 1-800-777-4015 TDD: 1-877-852-4289 <i>Website: http://www.401kaccess.com/oakridge</i>

<p>Flexible Spending Accounts</p>	<p>Ceridian Benefits Services</p>	<p>Member Services: 1-877-799-8820</p> <p>To file a claim for reimbursement, mail your claim to:</p> <p>Ceridian FSA Services Reimbursement Administration P.O. Box 534451 St. Petersburg, FL 33747</p> <p>Fax number: 1-877-488-6454</p> <p><i>Website: www.myceridian.com</i></p> <p>To order a comprehensive list of deductible expenses, contact the Internal Revenue Service: 1-800-829-3676 or www.irs.gov</p>
<p>COBRA</p>	<p>Ceridian Benefits Services</p>	<p>Member Services: 1-800-877-7994</p> <p>Mailing address:</p> <p>Ceridian COBRA Services COBRA Administration Center 3201 34th Street South St. Petersburg, FL 33711</p>
<p>Direct Billing for Insurance Continuation</p> <p>For Retirees under age 65, Displaced Defense Workers and Long Term Disability participants who directly pay medical, dental, and life premiums.</p>	<p>Ceridian Services</p>	<p>Member Services: 1-800-898-0217</p> <p>Billing address</p> <p>If an invoice is included with the payment, mail invoice and check to:</p> <p>Ceridian Benefits Services, Inc. 7738 Collection Center Drive Chicago, IL 60693</p> <p>If no invoice will be mailed, please be sure to include the social security number of the member on the check. Mail the check to:</p> <p>Ceridian Benefits Services Attn: Y-12 Insurance Continuation P.O. Box 7482 Princeton, NJ 08543-7482</p>
<p>Where to Get Social Security and Medicare Questions Answered</p>	<p>Social Security and Medicare</p>	<p>Social Security</p> <p>Main Telephone: 1-800-772-1213 Oak Ridge Office: 1-865-482-6908 <i>Website: www.socialsecurity.gov</i></p> <p>Medicare</p> <p>Main Telephone: 1-800-633-4227 <i>Website: www.medicare.gov</i></p>