



Benefits Directory

August 2009

Contact Information for Benefits Programs and Vendors

Benefit & Service	Website, Phone Numbers & Hours	Additional Information
Advocate InfoExpress <ul style="list-style-type: none"> • Health & Welfare Service Center • Retirement Service Centers 	<p>www.advocateinfoexpress.com (800) 775-4784 (press 2) Monday – Friday, 8 a.m. to 6 p.m.</p> <p>(800) 775-4784 (press 1) Monday – Friday, 8 a.m. to 6 p.m.</p>	<p>Spanish-speaking representatives are available; AT&T translator services available in 54 languages</p>
Advocacy Administration Services <ul style="list-style-type: none"> • For issues related to enrollment, access to care, status changes, student verification, domestic partners • For issues related to claim resolution, provider issues, billing and policy 	<p>(800) 775-4784 (press 2) Monday – Friday, 8 a.m. to 6 p.m.</p> <p>(800) 422-9306 Monday – Friday, 8 a.m. to 6 p.m.</p>	<p>Spanish-speaking representatives are available; AT&T translator services available in 54 languages</p> <p>Send correspondence to: Advocate InfoExpress Health & Welfare Benefits Service Center/ Advocacy Administration Services 2835 South Decker Lake Drive Salt Lake City, UT 84119-2330 Fax: (800) 422-1508</p>
Auto and Homeowner's Insurance	<p>www.travelers.com/advocatehealthcare (888) 695-4640 Monday – Friday, 7:30 a.m. – 8 p.m.</p>	
Beneficiary Information Customer Services	<p>https://www.advocateinfoexpress.com (866) 293-6047 Monday-Friday, 7 a.m. to 7 p.m.</p>	<p>Send correspondence to: Minnesota Life Group Insurance 400 Robert Street N St. Paul, MN 55101 Fax: (651) 665-4827</p>
Commuter Benefits For information regarding the Advocate Health Care Commuter Benefits Program	<p>https://www.flexdirect.adp.com (800) 654-6695 Monday-Friday, 7 a.m. to 7 p.m.</p>	
Credit Union <ul style="list-style-type: none"> • Healthcare Associates Credit Union (HACU) • First Financial Credit Union (formerly AT&T Credit Union) • Northside Credit Union 	<p>www.hacu.org Within Chicago area: (630) 276-5555 (630) 276-5726 (24/7 automated teller) Outside Chicago area: (800) 942-0158 (800) 213-6445 (24/7 automated teller)</p> <p>(847) 679-5930 (24/7 automated teller)</p> <p>(773) 769-5800</p>	
Dental Benefits <ul style="list-style-type: none"> • Dental HMO 	<p>www.guardianlife.com (800) 775-2246 Monday – Friday, 8 a.m. to 8 p.m.</p>	<p>Send correspondence to: Guardian Group Dental Claims P.O. Box 2459, Spokane, WA 99210-2459 Fax: (509) 468-4590</p>
<ul style="list-style-type: none"> • MetLife Preferred Dentist Program (MetLife PDP) • MetLife Preferred Dentist Program with Orthodontia (MetLife PDP with Orthodontia) 	<p>www.metdental.com <i>For listing of MetLife providers</i> www.metlife.com/mybenefits <i>Once enrolled for coverage</i> (800) 942-0854 24/7 automated voice-response systems Customer Service Representatives available Monday – Friday, 7 a.m. to 10 p.m.</p>	<p>Send correspondence to: MetLife Dental Claims P.O. Box 981282, El Paso, TX 79998-1282 Fax: (859) 389-6505</p>

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<p>Disability Benefits For information about Short-Term and Long-Term Disability benefits, or claims questions</p>	<p>http://benefits.advocatehealth.com (708) 478-4443 Monday – Friday, 7:30 a.m. to 4:30 p.m.</p>	<p>Send correspondence to: Disability Council 18210 LaGrange Road, Suite 211 Tinley Park, IL 60477 Fax: (708) 478-3912</p>
<p>Discounts through PerkSpot • For discounts and rebates from more than 150 popular retailers and service providers, including For Eyes and SimpleMove</p>	<p>www.advocate.perkspot.com (866) 606-6057 Monday – Friday, 8 a.m. to 5 p.m.</p>	<p>Send correspondence to: PerkSpot Customer Service help@perkspot.com</p>
<p>Domestic Partner Benefits For information about domestic partner benefits eligibility and enrollment</p>	<p>http://benefits.advocatehealth.com (800) 775-4784 (press 2) Monday – Friday, 8 a.m. to 6 p.m.</p>	<p>Spanish-speaking representatives are available; AT&T translator services available in 54 languages</p> <p>Send correspondence to: Advocate InfoExpress Health & Welfare Benefits Service Center/ Advocacy Administration Services 2835 South Decker Lake Drive Salt Lake City, UT 84119-2330 Fax: (800) 422-1508</p>
<p>Employee Assistance Program (EAP) For information about counseling and referral services</p>	<p>http://benefits.advocatehealth.com (800) 775-0304 Emergencies: 24 hours a day, seven days a week Normal business hours: Monday – Friday, 8:30 a.m. to 5 p.m.</p>	<p>Send correspondence to: Employee Assistance Program P.O. Box 777 Oak Lawn, IL 60454-0777 Fax: (708) 499-5062</p>
<p>Flexible Spending Accounts • Health Care FSA — general plan questions or claims questions • Dependent Care FSA — general plan questions or claims questions</p>	<p>www.tri-starsystems.com (800) 727-0182 Monday – Friday, 7 a.m. to 5 p.m.</p>	<p>Send correspondence to: Tri-Star Systems 14323 South Outer 40 Road, Suite 200 South Chesterfield, MO 63017-5734 Fax: (800) 315-0737 Attn: Tri-Star Claims</p>
<p>Health Care Continuation Coverage To reach ADP COBRA Services</p>	<p>https://www.benefitdirect.adp.com (800) 526-2720 Monday – Friday, 7 a.m. to 7 p.m.</p>	<p>Send correspondence to: ADP COBRA Services P.O. Box 2998 Alpharetta, GA 30023-2998 Fax: (770) 619-7160</p>
<p>Healthe You • Succeed Questionnaire • Healthe Breathing — a smoking cessation program that offers wellness coaching, tools and tips through HealthMedia® Breathe™ and reduced cost on OTC and pharmacy therapies • Healthe Care — A disease support service to assist with care for diabetes, congestive heart failure, coronary artery disease and asthma</p>	<p>www.advocateinfoexpress.com (800) 775-4784 (press 2) Health Media (866) 433-9284 Provided by Nationwide Better Health (866) 835-5067 Monday – Friday, 8 a.m. to 8 p.m. Provided by CVS/Caremark (800) 227-3728 Monday – Friday, 7 a.m. to 10 p.m. TDD: (800) 231-4403</p>	<p>Advocate Benefits Pages on AdvocateOnline Call for issues with succeed access For technical support on the questionnaire</p>
<p>Hyatt Legal Plans</p>	<p>www.legalplans.com (800) 821-6400 Monday – Friday, 7 a.m. to 6 p.m.</p>	
<p>IHAPSM For information regarding the Integrated Health Advocacy ProgramSM (IHAP)</p>	<p>(866) 330-IHAP (4427)</p>	<p>Send correspondence to: IHAP 750 East Diehl Road, Suite 127 Naperville, IL 60563 Fax: (630) 955-0087</p>
<p>Life Insurance and AD&D Benefits For information regarding Life Insurance and Accidental Death and Dismemberment (AD&D) benefits, or for claims questions</p>	<p>(630) 444-2062 Monday – Friday, 8:30 a.m. to 5 p.m.</p>	<p>Send correspondence to: G. Murphy & Associates 1 West State Street, Suite 203 Geneva, IL 60134 Fax: (630) 444-2029</p>
<p>Long-Term Care Insurance</p>	<p>www.medamericaltc.com (888) 444-7649</p>	

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<p>Medical Benefits</p> <ul style="list-style-type: none"> For information regarding the CoreSource Deductible Reimbursement Plan (CoreSourcePPO/DRP) or CoreSource High Deductible Health Plan (CoreSourceHDHP) coverage options, or if you have a question regarding a claim For information regarding the Humana Deductible Reimbursement Plan (HumanaPPO/DRP) or Humana Health Maintenance Organization (HumanaHMO) coverage options, or if you have a question regarding a claim 	<p>www.coresource.com (888) 212-7385 Monday – Friday, 7 a.m. to 5 p.m. <i>Behavioral Health precertification:</i> (800) 775-0304</p> <p>www.humana.com (866) 636-2371 Monday – Friday, 8 a.m. to 6 p.m. TDD: (800) 526-0844 <i>Behavioral Health precertification:</i> (800) 331-9040</p>	<p>Send correspondence to: CoreSource, Inc. P.O. Box 2920 Clinton, IA 52733-2920 Fax: (608) 373-3296 Attn: CoreSource Claims</p> <p>AT&T translator services available in 54 languages</p> <p>Send correspondence to: Humana Insurance Company P.O. Box 14601 Lexington, KY 40512</p>								
<p>Prescription Benefits</p> <p>For information regarding the Advocate Health Care Prescription Drug Benefits Program, or claims questions</p>	<p>www.caremark.com (800) 966-5772 Monday – Friday, 7 a.m. to 10 p.m.</p>	<p>Send correspondence to the appropriate address below if the RXBIN # on your ID card is:</p> <table border="0"> <tr> <td>610415</td> <td>004336</td> </tr> <tr> <td>Caremark</td> <td>Caremark</td> </tr> <tr> <td>P.O. Box 52116</td> <td>P.O. Box 52136</td> </tr> <tr> <td>Phoenix, AZ 85072-2116</td> <td>Phoenix, AZ 85072-2136</td> </tr> </table>	610415	004336	Caremark	Caremark	P.O. Box 52116	P.O. Box 52136	Phoenix, AZ 85072-2116	Phoenix, AZ 85072-2136
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<p>Retirement Benefits</p> <ul style="list-style-type: none"> Portable Pension Plan—distributions, general plan questions Retirement Savings Plan—enrollment, PIN changes, fund changes, distributions, loans, general plan questions 	<p>www.advocateinfoexpress.com (800) 775-4784 (press 1) Monday – Friday, 8 a.m. to 6 p.m.</p>	<p>Spanish-speaking representatives are available; AT&T translator services available in 54 languages</p>								
<p>Universal Life insurance</p>	<p>(800) 373-3771 Enrollment representative: Al Wheatland</p>									
<p>Vision Benefits</p> <ul style="list-style-type: none"> For information regarding the Advocate Health Vision Care Plan and EyeMed providers For claims questions, E-mail: oonclaims@eyemedvisioncare.com 	<p>www.eyemedvisioncare.com (866) 939-3633 Monday – Friday, 7 a.m. to 10 p.m. Saturday, 10 a.m. to 1 p.m. LASIK/RK benefit: (877) 552-7376 877-5LASER6</p>	<p>Send correspondence to: EyeMed Vision Care Attn: OON Claims P.O. Box 8504 Mason, OH 45040-7111 Fax: (866) 293-7373</p>								