



# Benefits Directory

January 2010

Contact Information for Benefits Programs and Vendors

Benefit & Service	Website, Phone Numbers & Hours	Additional Information
<p><b>Advocate InfoExpress</b></p> <ul style="list-style-type: none"> <li>• Health &amp; Welfare Service Center</li> <li>• Retirement Service Centers</li> </ul>	<p><a href="http://www.advocateinfoexpress.com">www.advocateinfoexpress.com</a>            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&amp;T translator services are available in 54 languages</p>
<p><b>Advocacy Administration Services</b></p> <ul style="list-style-type: none"> <li>• For issues related to enrollment, access to care, status changes, student verification, domestic partners</li> <li>• For issues related to claim resolution, provider issues, billing and policy</li> </ul>	<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&amp;T translator services are available in 54 languages</p> <p>Send correspondence to:  <b>Advocate InfoExpress</b>            Health &amp; Welfare Benefits Service Center/            Advocacy Administration Services            2835 South Decker Lake Drive            Salt Lake City, UT 84119-2330            Fax: 800.422.1508</p>
<p><b>Auto and Homeowner’s Insurance</b></p>	<p><a href="http://www.travelers.com/advocatehealthcare">www.travelers.com/advocatehealthcare</a>            888.695.4640            Monday – Friday, 7:30 a.m. to 8 p.m.</p>	
<p><b>Beneficiary Information</b>            Customer Services</p>	<p><a href="https://www.advocateinfoexpress.com">https://www.advocateinfoexpress.com</a>            866.293.6047            Monday – Friday, 7 a.m. to 7 p.m.</p>	<p>Send correspondence to:  <b>Minnesota Life Group Insurance</b>            400 Robert Street N            St. Paul, MN 55101            Fax: 651.665.4827</p>
<p><b>Commuter Benefits</b>            For information regarding the Advocate Health Care Commuter Benefits Program</p>	<p><a href="https://www.flexdirect.adp.com">https://www.flexdirect.adp.com</a>            800.654.6695            Monday – Friday, 7 a.m. to 7 p.m.</p>	
<p><b>Credit Union</b></p> <ul style="list-style-type: none"> <li>• Healthcare Associates Credit Union (HACU)</li> <li>• First Financial Credit Union (formerly AT&amp;T Credit Union)</li> <li>• Northside Credit Union</li> </ul>	<p><a href="http://www.hacu.org">www.hacu.org</a>            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>	
<p><b>Dental Benefits</b></p> <ul style="list-style-type: none"> <li>• Dental HMO</li> </ul>	<p><a href="http://www.guardianlife.com">www.guardianlife.com</a>            800.775.2246            Monday – Friday, 8 a.m. to 8 p.m.</p>	<p>Send correspondence to:  <b>Guardian Group Dental Claims</b>            P.O. Box 2459            Spokane, WA 99210-2459            Fax: 509.468.4590</p>
<ul style="list-style-type: none"> <li>• MetLife Preferred Dentist Program (MetLife PDP)</li> <li>• MetLife Preferred Dentist Program with Orthodontia (MetLife PDP with Orthodontia)</li> </ul>	<p><a href="http://www.metdental.com">www.metdental.com</a>  <i>For listing of MetLife providers</i>  <a href="http://www.metlife.com/mybenefits">www.metlife.com/mybenefits</a>  <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:  <b>MetLife Dental Claims</b>            P.O. Box 981282            El Paso, TX 79998-1282            Fax: 859.389.6505</p>

Benefit & Service	Website, Phone Numbers & Hours	Additional Information
<b>Disability Benefits</b> For information about Short-Term and Long-Term Disability benefits, or claims questions	<a href="http://benefits.advocatehealth.com">http://benefits.advocatehealth.com</a> 708.478.4443 Monday – Friday, 7:30 a.m. to 4:30 p.m.	Send correspondence to: <b>Disability Council</b> 18210 LaGrange Road, Suite 211 Tinley Park, IL 60477 Fax: 708.478.3912
<b>Discounts through PerkSpot</b> For discounts and rebates from more than 150 popular retailers and service providers, including For Eyes and SimpleMove	<a href="http://www.advocate.perkspot.com">www.advocate.perkspot.com</a> 866.606.6057 Monday – Friday, 8 a.m. to 5 p.m.	Send correspondence to: <b>PerkSpot Customer Service</b> <a href="mailto:help@perkspot.com">help@perkspot.com</a>
<b>Domestic Partner Benefits</b> For information about domestic partner benefits eligibility and enrollment	<a href="http://benefits.advocatehealth.com">http://benefits.advocatehealth.com</a> 800.775.4784 (press 2) Monday – Friday, 8 a.m. to 6 p.m.	Spanish-speaking representatives are available; AT&T translator services are available in 54 languages  Send correspondence to: <b>Advocate InfoExpress</b> Health & Welfare Benefits Service Center/ Advocacy Administration Services 2835 South Decker Lake Drive Salt Lake City, UT 84119-2330 Fax: 800.422.1508
<b>Employee Assistance Program (EAP)</b> For information about counseling and referral services	<a href="http://benefits.advocatehealth.com">http://benefits.advocatehealth.com</a> 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.	Send correspondence to: <b>Employee Assistance Program</b> P.O. Box 777 Oak Lawn, IL 60454-0777 Fax: 708.499.5062
<b>Flexible Spending Accounts</b> <ul style="list-style-type: none"> <li>• Health Care FSA — general plan questions or claims questions</li> <li>• Dependent Care FSA — general plan questions or claims questions</li> </ul>	<a href="http://www.tri-starsystems.com">www.tri-starsystems.com</a> 800.727.0182 Monday – Friday, 7 a.m. to 5 p.m.	Send correspondence to: <b>Tri-Star Systems</b> Attn: Tri-Star Claims 14323 South Outer 40 Road, Suite 200 South Chesterfield, MO 63017-5734 Fax: 800.315.0737
<b>Health Care Continuation Coverage</b> To reach Tri-Star Systems	<a href="http://www.tri-starsystems.com">www.tri-starsystems.com</a> 800.727.0182 Monday – Friday, 7 a.m. to 5 p.m.	Send correspondence to: <b>Tri-Star Systems</b> Attn: Continuation ER128 14323 South Outer 40 Road, Suite 200 South Chesterfield, MO 63017-5734 Fax: 314.985.0276
<b>Health<sup>e</sup> You</b> <ul style="list-style-type: none"> <li>• Succeed Questionnaire</li> <li>• Healthe Breathing — a smoking cessation program that offers wellness coaching, tools and tips through HealthMedia<sup>®</sup> Breathe<sup>™</sup> and reduced cost on OTC and pharmacy therapies</li> <li>• Healthe Care — A disease support service to assist with care for diabetes, congestive heart failure, coronary artery disease and asthma</li> </ul>	<a href="http://www.advocateinfoexpress.com">www.advocateinfoexpress.com</a> 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	Advocate Benefits Pages on AdvocateOnline Call for issues with succeed access For technical support on the questionnaire
<b>Hyatt Legal Plan</b>	<a href="http://www.legalplans.com">www.legalplans.com</a> 800.821.6400 Monday – Friday, 7 a.m. to 6 p.m.	
<b>IHAP<sup>SM</sup></b> For information regarding the Integrated Health Advocacy Program <sup>SM</sup> (IHAP)	866.330.IHAP (4427)	Send correspondence to: <b>IHAP</b> 750 East Diehl Road, Suite 127 Naperville, IL 60563 Fax: 630.955.0087

Benefit & Service	Website, Phone Numbers & Hours	Additional Information								
<b>Life Insurance and AD&amp;D Benefits</b> For information regarding Life Insurance and Accidental Death and Dismemberment (AD&D) benefits, or for claims questions	630.444.2062 Monday – Friday, 8:30 a.m. to 5 p.m.	Send correspondence to: <b>G. Murphy &amp; Associates</b> 1 West State Street, Suite 203 Geneva, IL 60134 Fax: 630.444.2029								
<b>Long-Term Care Insurance</b>	<a href="http://www.medamericaltc.com">www.medamericaltc.com</a> 888.444.7649									
<b>Medical Benefits</b> <ul style="list-style-type: none"> <li>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</li> </ul>	<a href="http://www.coresource.com">www.coresource.com</a> 888.212.7385 Monday – Friday, 7 a.m. to 5 p.m. <i>Behavioral Health precertification:</i> 800.454.6455	Send correspondence to: <b>CoreSource, Inc.</b> P.O. Box 2920 Clinton, IA 52733-2920 Fax: 608.373.3296 Attn: CoreSource Claims								
<ul style="list-style-type: none"> <li>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</li> </ul>	<a href="http://www.humana.com">www.humana.com</a> 866.636.2371 Monday – Friday, 8 a.m. to 6 p.m. TDD: 800.526.0844 <i>Behavioral Health precertification:</i> 800.454.6455	AT&T translator services are available in 54 languages  Send correspondence to: <b>Humana Insurance Company</b> P.O. Box 14601 Lexington, KY 40512								
<b>Prescription Benefits</b> For information regarding the Advocate Health Care Prescription Benefits Program, or claims questions	<a href="http://www.caremark.com">www.caremark.com</a> 800.966.5772 Monday – Friday, 7 a.m. to 10 p.m.	Send correspondence to the appropriate address below if the RXBIN # on your ID card is:  <table border="0"> <tr> <td>610415</td> <td>004336</td> </tr> <tr> <td><b>Caremark</b></td> <td><b>Caremark</b></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	<b>Caremark</b>	<b>Caremark</b>	P.O. Box 52116	P.O. Box 52136	Phoenix, AZ 85072-2116	Phoenix, AZ 85072-2136
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<b>Caremark</b>	<b>Caremark</b>									
P.O. Box 52116	P.O. Box 52136									
Phoenix, AZ 85072-2116	Phoenix, AZ 85072-2136									
<b>Retirement Benefits</b> <ul style="list-style-type: none"> <li>Pension Plan—distributions, general plan questions</li> <li>Retirement Savings Plan-401(k)—enrollment, PIN changes, fund changes, distributions, loans, general plan questions</li> </ul>	<a href="http://www.advocateinfoexpress.com">www.advocateinfoexpress.com</a> 800.775.4784 (press 1) Monday – Friday, 8 a.m. to 6 p.m.	Spanish-speaking representatives are available; AT&T translator services are available in 54 languages								
<b>Universal Life insurance</b>	800.373.3771 Enrollment representative: Al Wheatland									
<b>Vision Benefits</b> <ul style="list-style-type: none"> <li>For information regarding the Advocate Health Vision Care Plan and EyeMed providers</li> <li>For claims questions, E-mail: <a href="mailto:oonclaims@eyemedvisioncare.com">oonclaims@eyemedvisioncare.com</a></li> </ul>	<a href="http://www.eyemedvisioncare.com">www.eyemedvisioncare.com</a> 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	Send correspondence to: <b>EyeMed Vision Care</b> Attn: OON Claims P.O. Box 8504 Mason, OH 45040-7111 Fax: 866.293.7373								