

CARRIER CONTACTS

Whether you need assistance with a claim or simply have a benefit question, you may use the email address below or call a Fort Bend ISD representative directly. In certain situations, it will be necessary for the representative to contact a provider or insurance carrier on your behalf. If your issue cannot be resolved in one email or phone call, you will always be informed of the status until resolution has been reached.

Virtual Visits Charter & Choice HSA: Visit www.myuhc.com or UHC App. Surest Plan Visit www.benefits.surest.com or app		FSA/HSA Spending Account UnitedHealthcare 866.755.2648 www.myuhc.com		Muscle and Joint Pain Airrosti 800.404.6050 www.airrosti.com	
Medical UnitedHealthcare – Group #902915 Charter – 877.805.1970 Choice HSA – 888.651.7319 www.myuhc.com United Healthcare – Surest Group #78800513 866.683.6440 Join.surest.com/FBISD Access Code: FBISD2026 Surest Plan: benefits.surest.com (must be enrolled)		Life and AD&D The Hartford Group #715673 (Voluntary Life) #S09423 (AD&D) Customer Service (Not for Claims) 800-523-2233 Claims: 888.563.1124 gbdcustomerservice@thehartford.com		Teacher Retirement System of Texas 800.223.8778 www.trs.state.tx.us	
Prescription Drugs CVS Caremark Group #RX22BQ BIN #004336 877.258.0105 CVS Specialty Pharmacy 800.237.2767		Disability Guardian Group #530311 STD – 800.268.2525 LTD – 800.538.4583 www.guardiananytime.com		403(b) and 457 Plans 800.223.8778 www.trs.state.tx.us	
Dental MetLife Group #234948 <u>PPO Claims</u> Employee Phone: 1.800.438.6388 <u>DHMO Claims</u> Employee/Providers Phone: 1.800.880.1800		Supplemental Insurance Aflac Group #AGC0003145042 800.992.3522		Financial Wellness Platform Finpath www.finpathwellness.com 833.777.6545	
Vision VSP Group #40164622 800.877.7195 www.vsp.com		Legal and Identity Theft Service Legal Shield General Info – 800.654.7757 Legal Services – 800.458.6982 www.legalshield.com		COBRA WEX / Discovery Benefits 866.451.3399 www.wexinc.com	
Planned Surgery Surgery Plus 855.200.9513 https://fbisd.surgeryplus.com		EAP UHC / Optum 866.248.4096 www.liveandworkwell.com		FBISD LiveWell App App Technical Support support@enspire.me	