

LIVEWELL

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.

COBRA

WEX / Discovery Benefits
866.451.3399
www.wexinc.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: FBISD2025
Surest Plan: benefits.surest.com
(must be enrolled)



Prescription Drugs

CVS Caremark
Group #RX22BQ
BIN #004336
877.258.0105
CVS Specialty Pharmacy
800.237.2767



Dental

Guardian
Group #00470637
PPO - 800.541.7846
DHMO - 888.618.2016
www.guardiananytime.com



Vision

UHC / Spectera
Group #902915
800.638.3120
www.myuhcvision.com



FSA/HSA Spending Account

UnitedHealthcare
866.755.2648
www.myuhc.com



Life and Disability

Guardian
Group #530311
Life – 800.525.4542
STD – 800.268.2525
LTD – 800.538.4583
www.guardiananytime.com



Supplemental Insurance

Aflac
Group #AGC0003145042.
800.992.3522

Legal and
Identity Theft Service

Legal Shield
General Info – 800.654.7757
Legal Services – 800.458.6982
www.legalshield.com



EAP

UHC / Optum
866.248.4096
www.liveandworkwell.com



Virtual Visits

Charter & Choice HSA:
Visit www.myuhc.com or UHC App.
Surest Plan: benefits.surest.com or app

Planned Surgery

Surgery Plus
855.200.9513
https://fbisd.surgeryplus.com



Muscle and Joint Pain

Airrosti
800.404.6050
www.airrosti.com

Teacher Retirement System of
Texas

800.223.8778
www.trs.state.tx.us



403(b) and 457 Plans

TCG Administrators (formerly JEM)
800.943.9179
www.tcgservices.com



Financial Wellness Platform

Finpath
www.finpathwellness.com
833.777.6545



FBISD LiveWell App

App Technical Support
support@enspire.me

