

Customer Service Contact Information

Provider/Carrier	Service Provided	Phone Number	Website	When to Contact
United Healthcare	Medical & FSA	800-362-9054	www.myuhc.com Group #: 717168	Claims Questions Request a new card
United Healthcare	Commuter	866-234-8913	OptumBank.com myuhc.com (current UHC members)	Transit/Parking Passes
Express Scripts	Prescription Coverage	800-375-0685	www.express-scripts.com Group #: 717168	Claims Questions Request a new card Change to Mail Order
MetLife	Dental	1.800.GET.MET8 (1.800.438.6388)	www.metlife.com/mybenefits Group #: 235283	Claims Questions Request a new card
MetLife	Pet Insurance	1.800.GET.MET8 (1.800.438.6388)	www.metlife.com/getpetquote	New enrollment Policy questions
VSP Plan	Vision	800-877-7195	www.vsp.com Group #: 12314233	Claims Questions Non-network benefit information
US Enrollment Services	Voluntary Benefits	800-735-0080	https://alerislife.mybenefitsinfo.com/	Claims questions. Policy changes Employment status change
Empower Retirement	401(k)	800-338-4015	www.empowermyretirement.com Group #: 385087-01	Beneficiary designation, Deferral changes, Loan requests, Hardship requests, Rollover requests
PayActiv Flexible Paycheck	Earned Wage Access	877-937-6966	support@payactiv.com	Early access to pay for hours worked. Financial Wellbeing Resources
CompPsych	EAP	800-344-9752	Website: guidanceresources.com Web ID: NYLGBS	Employee Assistance & WellbeingSupport
Auto, Home and Renter's Insurance	Farmers Insurance Choice	866-586-6048	Farmersinsurancechoice.com/alerislife	New enrollment Policy questions