

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.

Virtual Visits



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

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



MetLife
Group #234948
PPO Claims
Employee Phone: 1.800.438.6388

DHMO Claims

Employee/Providers Phone:
1.800.880.1800

Vision

VSP
Group #40164622
800.877.7195
www.vsp.com



FSA/HSA Spending Account

UnitedHealthcare
866.755.2648
www.myuhc.com



Life & AD&D

The Hartford
Group #715673 (Voluntary Life)
#S09423 (AD&D)
866.278.2655



Disability

Guardian
Group #530311
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



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

HUB Investment Partners (HUB)
(Formerly TCG Administrators)
800.943.9179
Fax: 888.989.9247
www.tcgservices.com



Financial Wellness Platform

Finpath
www.finpathwellness.com
833.777.6545



COBRA

WEX / Discovery Benefits
866.451.3399
www.wexinc.com



FBISD LiveWell App

App Technical Support
support@enspire.me

