

2011-2012 Benefits Carrier Contact Chart

Effective: 10/01/2011 to 9/30/2012



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Carrier/Benefit Plan	Group Number	Member Services	Website/Provider Directory Site
Aetna Health Inc. HMOs (Open Access Plans – HMO Open Access) <ul style="list-style-type: none"> • Arizona • Colorado • Connecticut • Florida • Georgia • Illinois • Indiana • Massachusetts • Mid-Atlantic States (DC/MD/VA) • Missouri • Nevada • New Jersey • New York • North Carolina • Ohio • Pennsylvania • South Carolina • Tennessee • Texas 	422200 (FL) 422173 (TN/GA/NC/SC) 422231 (AZ/CO/TX/NV) 422275 (PA/NY/NJ/CT) 422206 (DC/MD/VA) 422282 (MA/IL/IN/MO/OH)	Pre-Enrollment/Post-Enrollment: 888.295.2873 (OOA HMO) 800.245.3899	(Open Access Plans - HMO) www.aetna.com [Select Doc Find > Select Zip Code/State > Enter Zip Code and Select Distance > Select All Medical Professionals > Select Aetna Open Access Plans > Select HMO (Open Access) > Select View Search Results] Aetna mobile: http://www.aetna.com/about-aetna-insurance/sas/mobile/index.html
Aetna Health Inc. POSs (Open Access Plans – Managed Choice POS-Open Access) <ul style="list-style-type: none"> • Aetna POS East (CT/DC/DE/MD/NY/NJ/PA/VA/WV) 	326338	Pre-Enrollment/Post-Enrollment: 866.547.2670	(Open Access Plans - Open Access Managed Choice – OAMC POS) www.aetna.com [Select Doc Find > Select Zip Code/State > Enter Zip Code and Select Distance > Select All Medical Professionals > Select Aetna Open Access Plans > Select Managed Choice POS (Open Access) > Select View Search Results]
Aetna Health Inc. PPOs (Open Access Plans – Managed Choice POS-Open Access) <ul style="list-style-type: none"> • Aetna HDHP 2000 • Aetna HDHP 5000 • Aetna HRA 2500 • Aetna PPO 300 • Aetna PPO 600 • Aetna PPO 1000 • Aetna PPO 1500 • Aetna PPO 2000 • Aetna PPO 3000 • Indemnity Plan 	326329 (OR/WA/NV/AZ/MO/UT/ND/NE/KS/CO/AK/MT/WY/SD/ID/ Indemnity and OOA Plans) 326337 (NM/OK/AR/LA/MS/TX/KY/TN/AL/NC/SC/GA/FL) 326338 (MO/IA/NM/IL/MI/WI/IN/OH/NH/VT/RI/MA/CT/NY/NJ/PA/MD/VA/DC/DE/WV)	Pre-Enrollment/Post-Enrollment: 866.547.2670	(Open Access Managed Choice Plans – OAMC POS) www.aetna.com [Select Doc Find > Select Zip Code/State > Enter Zip Code and Select Distance > Select All Medical Professionals > Select Aetna Open Access Plans > Select Managed Choice POS (Open Access) > Select View Search Results] Aetna mobile: http://www.aetna.com/about-aetna-insurance/sas/mobile/index.html

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Blue Cross Blue Shield of Florida HMOs <ul style="list-style-type: none"> BCBS FL HMO 20 BCBS FL HMO 30 	56953	Pre-Enrollment/Post-Enrollment: 800.967.8938	www.bcbsfl.com [Network: Blue Care HMO]
Blue Cross Blue Shield of Florida PPOs <ul style="list-style-type: none"> BCBS FL HDHP 2000 BCBS FL HDHP 5000 BCBS FL PPO 500 BCBS FL PPO 1000 BCBS FL PPO 1500 BCBS FL PPO 2000 	56953	Pre-Enrollment/Post-Enrollment: 800.967.8938	www.bcbsfl.com [Network: Blue Options]
Blue Shield of California HMOs <ul style="list-style-type: none"> Blue Shield CA HMO 20 Blue Shield CA HMO 30 	N CA/S CA H11715/H11961 H11714/H11960	Pre-Enrollment/Post-Enrollment: 800.894.5565	www.blueshieldca.com/trinet [Network: Access + HMO]
Blue Shield of California PPOs <ul style="list-style-type: none"> Blue Shield CA HDHP 2500 Blue Shield CA PPO 250 Blue Shield CA PPO 500 Blue Shield CA PPO 700 Blue Shield CA PPO 1500 	N CA/S CA 977781/975900 975776/975898 975775/975897 975774/975896 976003/976004	Pre-Enrollment/Post-Enrollment: 800.894.5565	www.blueshieldca.com/trinet [Network: Blue Shield of California PPO]
CIGNA International	00756C	800.441.2668	www.cigna.com/expatriates
Colonial Medical Insurance Company Limited	00756D	800.441.2668	www.cigna.com/expatriates
Group Health Options HMO WA and Northern ID (Alliant Select) <ul style="list-style-type: none"> Group Health HMO 20 Group Health HMO 30 	Western WA/Eastern WA 51539-00/58444-00 57270-00/58135-00	888.901.4636	www.ghc.org [Network: Alliant Select]
HMSA (Hawaii Medical Service Association) <ul style="list-style-type: none"> HMSA PPO 	13687-1-1	808.871.6295 (Maui) 808.948.6372 (Oahu) 808.935.5441 (Hawaii) 808.329.5291 (Kona) 808.245.3393 (Kauai) 800.776.4672 (US Mainland)	www.hmsa.com [Plan Name: Preferred Provider Plan]

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Carrier/Benefit Plan	Group Number	Member Services	Website/Provider Directory Site
Health Savings Accounts (HSAs) (Aetna members) <ul style="list-style-type: none"> JP Morgan Chase Bank (Blue Shield CA members) <ul style="list-style-type: none"> Wells Fargo Bank (Blue Cross Blue Shield FL members) <ul style="list-style-type: none"> Bank of New York-Mellon 	N/A N/A N/A	866.524.2483 Pre-Enrollment: 866.884.7374 Option 2 Post-Enrollment: 866.890.8309 877.472.4200	www.aetna.com Demo: http://custom.aetna.com/hsa_tutorial/# www.wellsfargo.com/hsa Demo: https://www.wellsfargo.com/investing/hsa/demo www.hsamember.com
Kaiser Permanente HMOs (Traditional HMO) <ul style="list-style-type: none"> Kaiser HMO N CA Kaiser HMO S CA Kaiser HMO Denver/Boulder Kaiser HMO Colorado Springs Kaiser HMO HI Kaiser HMO GA Kaiser HMO OR/WA (Select HMO) <ul style="list-style-type: none"> Kaiser HMO DC/MD/VA 	HMO 20/HMO 30 27416-0001/27416-0013 110685-0001/110685-0013 11551-101/11551-301 11551-101/11551-301 5913-001 6351-101/6351-102 4719-001/4719-003 HMO 20/HMO25 13800-9/13800-11	800.464.4000 (CA) 800.632.9700 (CO – Denver/Boulder) 888.681.7878 (CO – Colorado Springs) 808.432.5955 (HI) 888.865.5813 (GA) 503.813.2000 (OR) 800.813.2000 (WA) 800.777.7902 (VA/MD/DC)	http://my.kp.org/trinet
Triple-S Puerto Rico Triple S PPO	1-10863	787.749.4777 787.774.6060	www.ssspr.com
Tufts Health Plan HMOs (MA)(NH/RI-Limited Counties) <ul style="list-style-type: none"> Tufts Health Plan HMO 20 Tufts Health Plan HMO 30 	68972-000 68958-000	800.462.0224	www.tuftshealthplan.com [Network: Standard]
Tufts Health Plan PPO (MA)(NH/RI-Limited Counties) <ul style="list-style-type: none"> Tufts Health Plan PPO 500 Tufts Health Plan PPO 1000 	45664-000 44426-000	800.462.0224	www.tuftshealthplan.com [Network: Standard]
Aetna Dental (PPO) Nationwide <ul style="list-style-type: none"> Dental 50 Group Dental 50 Optional Dental 100 Group Dental 100 Optional 	326330	Nationwide: 866.547.2670	Nationwide: www.aetna.com [Select Doc Find > Select Zip Code/State > Enter Zip Code and Select Distance > Select All Dental Providers > Select Dental PPO/PDN with PPO II Network > Select View Search Results] Aetna mobile: http://www.aetna.com/about-aetna-insurance/sas/mobile/index.html

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Carrier/Benefit Plan	Group Number	Member Services	Website/Provider Directory Site
Delta Dental of California (PPO) Nationwide <ul style="list-style-type: none">Dental 50 GroupDental 50 OptionalDental 100 GroupDental 100 Optional	5459-1011 5459-1012	Nationwide: 800.765.6003	Nationwide: www.deltadentalins.com/trinet [Network: Delta Dental PPO]
MetLife Dental (PDP) Nationwide (except FL) <ul style="list-style-type: none">Dental 50 GroupDental 50 OptionalDental 100 GroupDental 100 Optional	Report # 0114348 1164937	Nationwide (except FL): 800.942.0854	Nationwide (except FL): www.metlife.com/dental [Network: Dental PPO]

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<p>Aetna Dental DMO®</p> <ul style="list-style-type: none"> • Arizona • California • Colorado • Connecticut • Delaware • Florida • Georgia • Iowa • Idaho • Illinois • Indiana • Kansas • Kentucky • Maryland • Massachusetts • Michigan • Minnesota • Missouri • Nebraska • Nevada • New Jersey • New Mexico • New York • North Carolina • Ohio • Oklahoma • Oregon • Pennsylvania • Rhode Island • Tennessee • Texas • Utah • Virginia • Washington • Washington, D.C. • West Virginia • Wisconsin 	<p>326330</p>	<p>Nationwide: 866.547.2670</p>	<p style="text-align: center;">Nationwide:</p> <p style="text-align: center;">www.aetna.com</p> <p>[Select Doc Find > Select Zip Code/State > Enter Zip Code and Select Distance > Select All Dental Providers > Select Dental Maintenance Organization (DMO) > Select View Search Results]</p> <p style="text-align: center;">Aetna mobile:</p> <p>http://www.aetna.com/about-aetna-insurance/sas/mobile/index.html</p>
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<p>Delta Care® USA DMO</p> <ul style="list-style-type: none"> • Alabama • Arizona • Arkansas • California • Colorado • Connecticut • Delaware • Florida • Georgia • Hawaii • Illinois • Indiana • Kansas • Kentucky • Louisiana • Maine • Maryland • Michigan • Mississippi • Missouri • Nevada • New Hampshire • New Jersey • New Mexico • New York • North Carolina • Ohio • Oklahoma • Oregon • Pennsylvania • Rhode Island • South Carolina • Tennessee • Texas • Utah • Washington • Washington, D.C. • West Virginia • Wisconsin 	<ul style="list-style-type: none"> 6579-0001 6579-0002 6579-0003 6579-0004 6579-0005 6579-0006 6579-0007 6579-0009 6579-0010 6579-0011 6579-0012 6579-0013 6579-0014 6579-0015 6579-0016 6579-0017 6579-0018 6579-0019 6579-0020 6579-0021 6579-0023 6579-0024 6579-0025 6579-0026 6579-0027 6579-0022 6579-0028 6579-0029 6579-0030 6579-0031 6579-0032 6579-0033 6579-0034 6579-0035 6579-0036 6579-0037 6579-0008 6579-0038 6579-0039 	<p style="text-align: center;">Nationwide: 800.422.4234</p>	<p style="text-align: center;">Nationwide: www.deltadentalins.com/trinet [Network: Delta Care USA]</p>
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<p>Aetna Vision (Eye Med Providers) Nationwide</p> <ul style="list-style-type: none"> • Aetna Vision Plan Group • Aetna Vision Plus Plan Group • Aetna Vision Plan Optional • Aetna Vision Plus Plan Optional 	<p>Aetna #326338 Eye Med #9790361</p>	<p>Nationwide: 877.973.3238</p>	<p>Nationwide: www.aetnavision.com [Network: Aetna Vision] Demo: www.brainshark.com/aetnavpns/TriNet</p>
<p>Vision Service Plan Nationwide</p> <ul style="list-style-type: none"> • VSP Vision Plan Group • VSP Vision Plus Plan Group • VSP Vision Plan Optional • VSP Vision Plus Plan Optional 	<p>12243437</p>	<p>Nationwide: 800.877.7195</p>	<p>Nationwide: www.vsp.com/go/trinet [Network: Signature]</p>
<p>Met Life Life</p> <ul style="list-style-type: none"> • Basic Life • Basic AD&D • Supplemental Term Life • Supplemental AD&D • Group Variable Universal Life (GVUL) 	<p>Report #1164937 104097-G 1164937-G 104097-G 1164937-G 0107100E</p>	<p>Life and AD&D 800.638.6420 GVUL 800.846.0124 (for new enrollees) 800.756.0124 (for existing enrollees)</p>	<p>Log on to HR Passport Click on My Benefits Click on Current Benefits</p>
<p>Aetna Disability</p> <ul style="list-style-type: none"> • Short Term Disability (STD) • Long Term Disability (LTD) 	<p>326328</p>	<p>877.465.0424</p>	<p>Log on to HR Passport Click on My Benefits Click on Current Benefits</p>
<p>MetLife Voluntary Benefits</p> <ul style="list-style-type: none"> • Auto and Home • Group Legal Services • Lifelong income <ul style="list-style-type: none"> - Guaranteed Income - Personal Pension Builder • Pet Insurance • Preferred Savings Plus 	<p>N/A</p>	<p>800.438.6388</p>	<p>Log on to HR Passport Click on Additional Benefits Click on MetLife products</p>
<p>Aflac</p>	<p>N/A</p>	<p>800.632.6107</p>	<p>Log on to HR Passport Click on Additional Benefits Click on Aflac</p>
<p>Commuter Benefits (Wageworks)</p>	<p>N/A</p>	<p>877.924.3967</p>	<p>Log on to HR Passport Click on Additional Benefits Click on Commuter Benefits</p>
<p>Work/Life Solutions (FEI)</p>	<p>N/A</p>	<p>888.893.5893</p>	<p>www.feibh.com/trinet Log on to HR Passport Click on My Benefits Click on Current Benefits</p>

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National Carrier Correspondence Addresses:

(All other carrier addresses may be obtained by calling the member service number provided above.)

Aetna HMO/POS/PPO/HDHP/HRA

Send your completed claim to the Aetna office address listed on the back of your medical ID card.

Blue Shield of California PPO

Commercial Claims
PO Box 272580
Chico, CA 95927-2560

Blue Cross Blue Shield of Florida

P.O. Box 1798
Jacksonville, FL 32231-0014

Aetna Dental – For all states

PO Box 14094
Lexington, KY 40512-4094

Delta Dental of California - For all states

PO Box 1809
Alpharetta, GA 30023-1809

MetLife Dental- For all states (except FL)

PO Box 981282
El Paso, TX 79998-1282

Aetna Vision (Eye Med Providers)

Out of Network Claims
PO Box 8504
Mason, OH 45040-7111

Vision Service Plan

Out of Area Claims
PO Box 997105
Sacramento, CA 95899-7105