

# 2009/2010 Benefits Carrier Contact Chart

Effective: 7/01/2009 to 6/30/2010

Available physicians and provider information can be obtained in a variety of ways; you can call member services or access the on-line directories from the web. If you have a question concerning services and/or prescriptions, please contact the plan directly.

Benefit Plan	Group Number	Member Services	Website/Provider Directory Site
<p><b>Aetna Health Inc. HMOs</b> (Aetna Standard Plans – HMO)</p> <p>Aetna HMO15 and HMO25 Plans</p> <ul style="list-style-type: none"> <li>• Arizona</li> <li>• Colorado</li> <li>• Connecticut</li> <li>• Delaware</li> <li>• Florida</li> <li>• Georgia</li> <li>• Kansas</li> <li>• Illinois</li> <li>• Massachusetts</li> <li>• Mid-Atlantic States (DC/MD/VA)</li> <li>• Missouri</li> <li>• North Carolina</li> <li>• New Jersey</li> <li>• New York</li> <li>• Ohio</li> <li>• Pennsylvania</li> <li>• Texas</li> </ul> <p>(Aetna Open Access Plans - HMO)</p> <p>Aetna HMO15 and HMO25 Plans</p> <ul style="list-style-type: none"> <li>• Nevada</li> </ul>	<p>342290</p>	<p>(800) 326-1035</p>	<p><b>(Aetna Standard Plans – HMO)</b></p> <p><a href="http://www.aetna.com">www.aetna.com</a></p> <p>[Select Doc Find &gt; Select Zip Code/State &gt; Enter Zip Code and Select Distance &gt; Select Primary Care Physicians &gt; Select Aetna Standard Plans &gt; Select HMO &gt; Select View Search Results]</p> <p><b>(Open Access Plans - HMO)</b></p> <p><a href="http://www.aetna.com">www.aetna.com</a></p> <p>[Select Doc Find &gt; Select Zip Code/State &gt; Enter Zip Code and Select Distance &gt; Select All Medical Professionals &gt; Select Aetna Open Access Plans &gt; Select HMO (Open Access) &gt; Select View Search Results]</p>
<p><b>Aetna Health Inc. POSs</b></p> <p>(Open Access Plans – Aetna Choice POS)</p> <ul style="list-style-type: none"> <li>• Aetna POS CO</li> <li>• Aetna POS DC/MD/VA</li> <li>• Aetna POS TX</li> </ul> <p>(Open Access Plans – Open Access Managed Choice OAMC POS)</p> <ul style="list-style-type: none"> <li>• Aetna POS CT/NJ/NY</li> <li>• Aetna POS MA/NH/RI</li> <li>• Aetna POS Northern NV</li> <li>• Aetna POS SC Region</li> </ul>	<p>342290</p> <p>Outside the Northeast: 811441</p> <p>Northeast only: 811379</p>	<p>(800) 326-1035</p> <p>(800) 704-7287</p>	<p><b>(Open Access Plans – Aetna Choice POS)</b></p> <p><a href="http://www.aetna.com">www.aetna.com</a></p> <p>[Select Doc Find &gt; Select Zip Code/State &gt; Enter Zip Code and Select Distance &gt; Select All Medical Professionals &gt; Select Aetna Open Access Plans &gt; Select Aetna Choice POS (Open Access) &gt; Select View Search Results]</p> <p><b>(Open Access Plans - Open Access Managed Choice – OAMC POS)</b></p> <p><a href="http://www.aetna.com">www.aetna.com</a></p> <p>[Select Doc Find &gt; Select Zip Code/State &gt; Enter Zip Code and Select Distance &gt; Select All Medical Professionals &gt; Select Aetna Open Access Plans &gt; Select Managed Choice POS (Open Access) &gt; Select View Search Results]</p>

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Benefit Plan	Group Number	Member Services	Website/Provider Directory Site
<p><b>Aetna Health Inc. PPOs</b> (Open Access Plans – Open Access Managed Choice OAMC POS)</p> <ul style="list-style-type: none"> <li>• Aetna HDHP/HSA 2300</li> <li>• Aetna HDHP/HSA 3000</li> <li>• Aetna PPO 500</li> <li>• Aetna PPO 1000</li> <li>• Aetna PPO 1500 (Outside CA and Northeast)</li> <li>• Aetna PPO 2000</li> <li>• Aetna Platinum PPO (Outside CA)</li> <li>• Indemnity Plan</li> </ul>	<p>Outside the Northeast: 811441  Northeast only: 811379</p>	<p>(800) 704-7287</p>	<p><b>(Open Access Managed Choice Plans – OAMC POS)</b> <a href="http://www.aetna.com">www.aetna.com</a>  [Select Doc Find &gt; Select Zip Code/State &gt; Enter Zip Code and Select Distance &gt; Select All Medical Professionals &gt; Select Aetna Open Access Plans &gt; Select Managed Choice POS (Open Access) &gt; Select View Search Results]</p>
<p><b>Blue Cross/Blue Shield HMO</b> of Michigan (Blue Care Network)</p> <ul style="list-style-type: none"> <li>• BCBS HMO 15</li> </ul>	<p>00-272274</p>	<p>(800) 662-6667</p>	<p><a href="http://www.mibcn.com">www.mibcn.com</a></p>
<p><b>Blue Shield of California HMOs</b></p> <ul style="list-style-type: none"> <li>• No Cal Blue Shield HMO 15</li> <li>• So Cal Blue Shield HMO 15</li> <li>• No Cal Blue Shield HMO 30</li> <li>• So Cal Blue Shield HMO 30</li> </ul>	<p>H11715 H11961 H11714 H11960</p>	<p>(800) 894-5565</p>	<p><a href="http://www.blueshieldca.com/trinet">www.blueshieldca.com/trinet</a>  [at <a href="http://www.blueshieldca.com">www.blueshieldca.com</a>, Select find a provider &gt; skip login if prospective member &gt; find a doctor &gt; 1. choose Access+ HMO &gt; enter search criteria]</p>
<p><b>Blue Shield of California PPOs</b></p> <ul style="list-style-type: none"> <li>• No Cal Blue Shield PPO 700</li> <li>• So Cal Blue Shield PPO 700</li> <li>• No Cal Blue Shield PPO 400</li> <li>• So Cal Blue Shield PPO 400</li> <li>• No Cal Blue Shield Platinum PPO</li> <li>• So Cal Blue Shield Platinum PPO</li> <li>• NC Blue Shield HDHP/HSA 2300</li> <li>• SC Blue Shield HDHP/HSA 2300</li> <li>• NC Blue Shield HDHP/HSA 3000</li> <li>• SC Blue Shield HDHP/HSA 3000</li> </ul>	<p>975774 975896 975775 975897 975776 975898 975855 975899 977781 975900</p>	<p>(800) 894-5565</p>	<p><a href="http://www.blueshieldca.com/trinet">www.blueshieldca.com/trinet</a>  [at <a href="http://www.blueshieldca.com">www.blueshieldca.com</a>, Select find a provider &gt; skip login if prospective member &gt; find a doctor &gt; 1. choose Blue Shield PPO &gt; enter search criteria]</p>
<p><b>CIGNA International</b></p>	<p>00756C</p>	<p>(800) 441-2668</p>	<p><a href="http://www.cigna.com/expatriates">www.cigna.com/expatriates</a></p>
<p><b>Aetna Health Inc. HMOs</b> (Aetna Open Access Plans - HMO)</p> <p>Aetna Open Access 15 Plans</p> <ul style="list-style-type: none"> <li>• Florida</li> </ul> <p>Aetna Open Access 20 Plans</p> <ul style="list-style-type: none"> <li>• Colorado</li> <li>• Florida</li> <li>• Georgia</li> <li>• Texas</li> </ul>	<p>388071</p>	<p>(800) 326-1035</p>	<p><b>(Open Access Plans - HMO)</b> <a href="http://www.aetna.com">www.aetna.com</a>  [Select Doc Find &gt; Select Zip Code/State &gt; Enter Zip Code and Select Distance &gt; Select All Medical Professionals &gt; Select Aetna Open Access Plans &gt; Select HMO (Open Access) &gt; Select View Search Results]</p>

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Benefit Plan	Group Number	Member Services	Website/Provider Directory Site
Aetna Open Access 25 Plans <ul style="list-style-type: none"> <li>Florida</li> <li>Texas</li> </ul>			
<b>Aetna Health Inc. Open Access QPOS Plans</b> <ul style="list-style-type: none"> <li>Texas</li> </ul> <b>(Open Access Plans – Open Access Managed Choice OAMC POS)</b> <ul style="list-style-type: none"> <li>Aetna MCPOS 250 CO/FL/GA/NC/TX</li> <li>Aetna MCPOS 1000 CO/FL/GA/NC/TX</li> <li>Aetna MCPOS 2000 CO/FL/GA/NC/TX</li> <li> <b>Aetna HDHP</b> <ul style="list-style-type: none"> <li>Aetna HDHP 2500 CO/FL/GA/NC/TX</li> </ul> </li> </ul>	811444 (MCPOS/HDHP)	(800) 704-7287	<b>Open Access Plans – Aetna (MCPOS)</b> <a href="http://www.aetna.com">www.aetna.com</a> [Select Doc Find > Select Zip Code/State > Enter Zip Code and Select Distance > Select All Medical Professionals > Select Aetna Open Access Plans > Select Aetna Choice POS (Open Access) > Select View Search Results]
<b>Blue Cross Blue Shield of FL HMOs</b> <ul style="list-style-type: none"> <li>BCBS HMO 15</li> <li>BCSB HMO 35</li> </ul>	56953	(800) 664-5295	(at <a href="http://www.bcbsfl.com">www.bcbsfl.com</a> , Select find a doctor or hospital > skip login if prospective member > find a doctor > 1. choose BlueCare HMO> enter search criteria]
<b>Blue Cross Blue Shield of FL PPOs</b> <ul style="list-style-type: none"> <li>BCBS PPO 750</li> <li>BCBS Blue Options Premier 250</li> <li>BCBS Blue Options Deluxe Plus 500</li> <li>BCBS Blue Options Deluxe 750</li> <li>BCBS Blue Options Standard 2000</li> <li>BCBS Blue Options Value 1500</li> </ul>	56953	(800) 664-5295	[at <a href="http://www.bcbsfl.com">www.bcbsfl.com</a> , Select find a provider > skip login if prospective member > find a doctor > 1. choose Blue Options Network Blue> enter search criteria]
<b>Health Savings Accounts (HSAs)</b>			
<b>Mellon Bank (BCBSFL)</b>		(877)472-4200	<a href="http://www.hsamember.com">www.hsamember.com</a>
<b>JP Morgan (Aetna)</b>		(877)461-1311	<a href="http://www.aetna.com">www.aetna.com</a>
<b>Colonial Medical Insurance Company Limited</b>	00756D	(800) 441-2668	<a href="http://www.cigna.com/expatriates">www.cigna.com/expatriates</a>

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Benefit Plan	Group Number	Member Services	Website/Provider Directory Site
<b>Group Health Options HMO</b> WA and Northern ID (Alliant Select) <ul style="list-style-type: none"> <li>Group Health HMO 15</li> </ul>	57270	(888) 901-4636	<a href="http://www.ghc.org">www.ghc.org</a>
<b>HMSA (Hawaii Medical Service Association)</b> <ul style="list-style-type: none"> <li>HMSA PPO</li> </ul>	13687	(800)776-4672	<a href="http://www.hmsa.com">www.hmsa.com</a>
<b>Health Net of California HMOs</b> <ul style="list-style-type: none"> <li>Health Net HMO 15</li> <li>Health Net HMO 30</li> </ul>	64260 68433	(800) 546-1166	<a href="http://www.healthnet.com/trinet">www.healthnet.com/trinet</a> [use <a href="http://www.healthnet.com/trinet">www.healthnet.com/trinet</a> Select Provider Search HMO network]
<b>Health Net of California PPOs</b> (outside CA) <ul style="list-style-type: none"> <li>Health Net HDHP/HSA 3000</li> <li>Health Net HDHP/HSA 2300</li> <li>Health Net PPO 1000</li> <li>Health Net PPO 500</li> <li>Health Net Platinum PPO</li> </ul>	15501 15283 11663 11664 11666	(800) 546-1166	<a href="http://www.healthnet.com/trinet">www.healthnet.com/trinet</a> [use <a href="http://www.healthnet.com/trinet">www.healthnet.com/trinet</a> Select Provider Search PPO network. This will take you to the First Health network]
<b>Health Savings Accounts (HSAs)</b> (Aetna members) <ul style="list-style-type: none"> <li>JP Morgan Chase Bank</li> </ul> (Health Net and Blue Shield members) <ul style="list-style-type: none"> <li>Wells Fargo Bank</li> </ul>		(866) 524-2483  (866) 890-8309	<a href="http://www.aetna.com">www.aetna.com</a>  <a href="http://www.wellsfargo.com/hsa">www.wellsfargo.com/hsa</a>
<b>Kaiser Permanente HMOs</b> (Traditional HMO) <ul style="list-style-type: none"> <li>Kaiser HMO 15 N CA</li> <li>Kaiser HMO 15 S CA</li> <li>Kaiser HMO 15 Denver/Boulder</li> <li>Kaiser HMO 30 Denver/Boulder</li> <li>Kaiser HMO 15 Colorado Springs</li> <li>Kaiser HMO 30 Colorado Springs</li> <li>Kaiser HMO 15 GA</li> <li>Kaiser HMO 15 OR/WA</li> </ul> (Select HMO) <ul style="list-style-type: none"> <li>Kaiser HMO 15 DC/MD/VA</li> </ul>	27416 110685 11551 11551 11551 11551 6351 4719 13800-1	(800) 464-4000 (CA)  (800) 632-9700 (CO – Denver/Boulder)  (888) 681-7878 (CO – Colorado Springs) (888) 865-5813 (GA) (503) 813-2000 (OR) (800) 813-2000 (WA) (800) 777-7902 (VA/MD/DC)	<a href="http://my.kaiserpermanente.org/trinet">http://my.kaiserpermanente.org/trinet</a>  [clinical staff directory. Select your region and you will be directed to the appropriate directory]
<b>Kaiser Permanente POS</b> (Flexible Choice) <ul style="list-style-type: none"> <li>Kaiser Flex POS DC/MD/VA</li> </ul>	13800-5	(888) 225-7202	<a href="http://my.kaiserpermanente.org/trinet">http://my.kaiserpermanente.org/trinet</a> [clinical staff directory. Select your region and you will be directed to the appropriate directory]
<b>Kaiser Permanente PPO</b> (Out of POS area) <ul style="list-style-type: none"> <li>Kaiser PPO 300 VA</li> </ul>	13800-692	(800) 392-8649	<a href="http://my.kaiserpermanente.org/trinet">http://my.kaiserpermanente.org/trinet</a> [clinical staff directory. Select your region and you will be directed to the appropriate directory]



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Benefit Plan	Group Number	Member Services	Website/Provider Directory Site
<b>Aetna Dental DMO®</b> <ul style="list-style-type: none"> <li>• Arizona</li> <li>• California</li> <li>• Colorado</li> <li>• Connecticut</li> <li>• Washington, D.C.</li> <li>• Florida</li> <li>• Georgia</li> <li>• Hawaii</li> <li>• Illinois</li> <li>• Indiana</li> <li>• Maryland</li> <li>• Massachusetts</li> <li>• Michigan</li> <li>• Minnesota</li> <li>• Missouri</li> <li>• Nevada</li> <li>• New Jersey</li> <li>• New York</li> <li>• Ohio</li> <li>• Pennsylvania</li> <li>• Rhode Island</li> <li>• Tennessee</li> <li>• Texas</li> <li>• Utah</li> <li>• Virginia</li> <li>• Washington</li> <li>• Wisconsin</li> </ul>	811438	Nationwide: (888) 696-5791	Nationwide: <a href="http://www.aetna.com">www.aetna.com</a> [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]
<b>Delta Dental Preferred Option (DPO)</b> Nationwide (outside Virginia) <ul style="list-style-type: none"> <li>• Dental 25 Group</li> <li>• Dental 25 Optional</li> <li>• Dental 100 Group</li> <li>• Dental 100 Optional</li> </ul> Virginia Only <ul style="list-style-type: none"> <li>• Dental 25 Group</li> <li>• Dental 25 Optional</li> <li>• Dental 100 Group</li> <li>• Dental 100 Optional</li> </ul>	5459-1011 5459-1012  600072-1011 600072-1012	Nationwide (outside VA): (888) 335-8227  Virginia: (800) 237-6060	Nationwide (outside VA): <a href="http://www.deltadentalca.org">www.deltadentalca.org</a> [Find a dentist. Select Delta Dental PPO]  Virginia: <a href="http://www.deltadentalva.com">www.deltadentalva.com</a> [Find a dentist. Select click here. Choose Delta Dental PPO]
<b>MetLife Dental (PDP)</b> Nationwide (outside Texas) <ul style="list-style-type: none"> <li>• Dental 25 Group</li> <li>• Dental 25 Optional</li> <li>• Dental 100 Group</li> <li>• Dental 100 Optional</li> </ul> Texas Only <ul style="list-style-type: none"> <li>• Dental 25 Group</li> <li>• Dental 25 Optional</li> <li>• Dental 100 Group</li> <li>• Dental 100 Optional</li> </ul>	<b>Report # 0114348</b>  1164937-0006 1164937-0006 1164937-0007 1164937-0007  1164937-0008 1164937-0008 1164937-0009 1164937-0009	Nationwide and Texas: (800) 942-0854	Nationwide and Texas: <a href="http://www.metlife.com">www.metlife.com</a> [Select the link for "Find a PDP Dentist" in the lower left corner of webpage]

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Benefit Plan	Group Number	Member Services	Website/Provider Directory Site
<b>Vision Service Plan</b> Nationwide (outside Virginia) <ul style="list-style-type: none"> <li>Group Vision</li> <li>Optional Vision</li> </ul> Virginia Only <ul style="list-style-type: none"> <li>Group Vision</li> <li>Optional Vision</li> </ul>	12243437-0001 12243437-0004  12217308-0003 12217308-0001	Nationwide and Virginia: (800) 877-7195	For Nationwide and Virginia: <a href="http://www.vsp.com">www.vsp.com</a>
<b>MetLife Life and Disability</b> <ul style="list-style-type: none"> <li>Basic Life</li> <li>Basic AD&amp;D</li> <li>Supplemental Term Life</li> <li>Supplemental AD&amp;D</li> <li>Short Term Disability (STD)</li> <li>Long Term Disability (LTD)</li> <li>Group Variable Universal Life (GVUL)</li> </ul>	Customer #1164937  104097-G 1164937-G 104091-G 1164937-G 0114345-G 0114346-G 0107100E	<b>Basic and Supplemental Life and AD&amp;D</b> (800) 638-6420 <b>Disability</b> (800) 638-2242 <b>GVUL</b> (1-800-846-0124 for new enrollees) (1-800-756-0124 for ongoing issues)	Log on to <a href="#">HR Passport</a> Click on My Benefits Click on Current Benefits
<b>MetLife Voluntary Benefits</b> <ul style="list-style-type: none"> <li>Preferred Savings Plus</li> <li>Auto and Home</li> <li>Group Legal Services</li> <li>Long-Term care Insurance</li> <li>Lifelong income                             <ul style="list-style-type: none"> <li>- Guaranteed Income</li> <li>- Personal Pension Builder</li> </ul> </li> <li>Pet Insurance</li> </ul>	N/A	<b>(800) GET-MET 8</b> (1-800-438-6388)	Log on to <a href="#">HR Passport</a> Click on Additional Benefits Click on MetLife products
<b>Aflac</b>	N/A	(800) 632-6107	Log on to <a href="#">HR Passport</a> Click on Additional Benefits Click on Aflac
<b>Commuter Benefits (Wageworks)</b>	N/A	(877) 924-3967	Log on to <a href="#">HR Passport</a> Click on Additional Benefits Click on Commuter Benefits
<b>Work/Life Solutions (FEI)</b>	N/A	1-800-847-6034	<a href="http://www.TriNet.WorkLifeConnect.com">www.TriNet.WorkLifeConnect.com</a>  Log on to <a href="#">HR Passport</a> Click on Additional Benefits Click on Work/Life Solutions
<b>Medem Online Consultations</b>	N/A	(877) 926-3336 E-mail: <a href="mailto:info@medem.com">info@medem.com</a>	<a href="http://www.medem.com">www.medem.com</a>

## National Carrier Correspondence Addresses:

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

### Aetna HMO/POS/PPO

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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

## **Health Net PPO**

Commercial Claims  
PO Box 14702  
Lexington, KY 40512-4702

## **Aetna Dental – For all states**

PO Box 14094  
Lexington, KY 40512-4094

## **Delta Dental of California (outside Virginia)**

PO Box 997330  
Sacramento, CA 95899-7330

## **MetLife Dental- For all states**

PO Box 981282  
El Paso, TX 79998-1282

## **Delta Dental of Virginia (Virginia only)**

4818 Starkey Road SW  
Roanoke, VA 24014-4010

## **SRC-An Aetna Company**

Attention: Missed Premium Payments  
PO Box 659534  
San Antonio, TX 78265-9534

## **Vision Service Plan**

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

## **Wells Fargo Bank Health Benefit Services (HSAs)**

PO Box 45600  
Salt Lake City, UT 84145-0600

## **Blue Cross and Blue Shield of Florida**

PO Box 1798  
Jacksonville, FL 32231-0014

## **Aetna (MCPOS/HDHP claims)**

**Aetna Health, Inc**  
PO Box 14079  
Lexington, KY 40512-4709

## **Aetna (HMO claims)**

**Aetna Health, Inc**  
PO Box 1125  
Blue Bell, PA 19422