



Benefits Directory

Your Choice: Call Advocate Benefits Service Center and Be Transferred to Any Benefit Vendor or Use Options Below

800.775.4784, Monday – Friday 8 am to 6 pm

Benefit & Service	Website, Phone Numbers & Hours	Additional Information
Advocate Benefits		
<p>All questions for:</p> <ul style="list-style-type: none"> • Health & Welfare Service Center • Retirement Service Center • Advocacy Administration Services For issues related to claim resolution, provider issues, billing and policy • Advocate Benefit Extras 	<p><i>advocatebenefits.com</i> 800.775.4784 Monday – Friday, 8 am to 6 pm</p> <p>800.422.9306 Monday – Friday, 8 am to 6 pm</p> <p>Advocate Benefit Extras Customer Care 800.775.4784 option 4</p>	<p>Spanish-speaking representatives are available; AT&T translator services are available in 54 languages</p> <p>Send correspondence to: Advocate Benefits Health & Welfare Benefits Service Center/ Advocacy Administration Services 2835 South Decker Lake Drive Salt Lake City, UT 84119-2330 Fax: 800.422.1508</p>
HR Direct		
<p>All questions for:</p> <ul style="list-style-type: none"> • Adoption assistance • PTO • Leave of absence • Education assistance 	<p>847.685.1447 Monday – Friday, 8 am to 5 pm</p>	<p><i>Top Applications > Human Resources (HR Direct)</i></p>
Beneficiary Information		
<ul style="list-style-type: none"> • Customer services 	<p><i>advocatebenefits.com</i> 866.293.6047 Monday – Friday, 7 am to 6 pm</p>	<p>Send correspondence to: Minnesota Life Group Insurance 400 Robert Street N St. Paul, MN 55101 Fax: 651.665.4827</p>
Commuter Benefits		
<p>For information regarding the Advocate Health Care commuter benefits program</p> <p>Note: BroMenn Associates do not have Commuter Benefits</p>	<p><i>mypendingaccount.adp.com</i> 866.871.0773 Monday – Friday, 7 am to 7 pm</p>	
Deductible Reimbursement Account (DRA)		
<p>Questions regarding your EPO/PPO Deductible Reimbursement Account (DRA) balances or Copay/Coinsurance Reimbursement Account (CCRA)</p>	<p><i>tri-starsystems.com</i> 800.727.0182 Monday – Friday, 7 am to 5 pm</p>	<p>Send correspondence to: Tri-Star Systems Attn: Continuation ER128, 16253 Swingley Ridge Road, Suite 210, Chesterfield, MO 63017-5734; Fax: 800.818.0829</p>

chart continued on next page

Benefit & Service	Website, Phone Numbers & Hours	Additional Information
Dental Benefits		
<ul style="list-style-type: none"> Dental HMO <p>Note: BroMenn Associates—not eligible for Dental HMO</p>	<p><i>guardianlife.com</i> 800.775.2246 Monday – Friday, 8 am to 7 pm</p>	<p>Send correspondence to: Guardian Group Dental Claims P.O. Box 2459 Spokane, WA 99210-2459 Fax: 509.468.4590</p>
<ul style="list-style-type: none"> MetLife Value Plan MetLife Preferred Dentist Program (MetLife PDP) MetLife Preferred Dentist Program with Orthodontia (MetLife PDP with Orthodontia) 	<p><i>metdental.com</i> For listing of MetLife providers <i>metlife.com/mybenefits</i> <i>Once enrolled for coverage</i> 800.942.0854 Monday – Friday, 7 am to 10 pm</p>	<p>Send correspondence to: MetLife Dental Claims P.O. Box 981282 El Paso, TX 79998-1282 Fax: 859.389.6505</p>
Disability Benefits		
<p>For information about short-term and long-term disability benefit, or claims questions</p>	<p><i>advocatebenefits.com > Benefits Information > Disability Benefits</i> HR Direct 847.685.1447 Monday – Friday, 8 am to 5 pm</p>	<p>Send correspondence to: Disability Council 3075 Highland Parkway, Suite 600 Downers Grove, IL 60515 Fax: 630.929.9835</p>
Flexible Spending Accounts		
<ul style="list-style-type: none"> Health Care FSA — general plan questions or claims questions Dependent Care FSA — general plan questions or claims questions 	<p><i>tri-starsystems.com</i> 800.727.0182 Monday – Friday, 7 am to 5 pm</p>	<p>Send correspondence to: Tri-Star Systems Attn: Tri-Star Claims 16253 Swingley Ridge Road, Suite 210 Chesterfield, MO 63017-5734 Fax: 800.818.0829</p>
Health^e You Solution Center		
<p>All questions regarding Health^e You</p>	<p>800.937.5717 Monday – Friday, 8 am to 8 pm</p>	<p><i>advocatebenefits.com > Benefits Information > Health^e You</i></p>
Medical Benefits		
<p>Advocate Centered EPO/DRP</p>	<p>855.EPO.ADVO <i>advocatebenefits.com > Benefits Information > EPO Concierge</i> Monday – Friday, 7 am to 7 pm Saturday, 9 am to 2 pm</p>	<p>EPO Concierge can help you:</p> <ul style="list-style-type: none"> Find a Physician Continuity of Care or Prior Authorization Forms
<p>Advocate Physician Partners (APP), Advocate Centered EPO</p>	<p>847.699.4340 Monday – Friday, 8 am to 5 pm</p>	<p>Advocate Physician Partners (APP) can:</p> <ul style="list-style-type: none"> Confirm a provider is in network Authorize out of network or non-APP services
<p>AXCES Behavioral Health Advisor</p> <ul style="list-style-type: none"> Humana HMO precertification for inpatient and outpatient services Humana EPO and PPO & BC/BS EPO-BroMenn and PPO precertification for inpatient services Humana EPO and PPO & BC/BS EPO-BroMenn and PPO assistance with outpatient services 	<p>800.454.6455 Monday – Friday, 8:30 am - 5 pm 24/7 Emergency Inpatient Admits <i>advocatebenefits.com > Benefits Information</i></p>	<p>AXCES Behavioral Health Advisor provides certification for all Behavioral Health Inpatient admits and for Advocate Centered HMO Behavioral Health inpatient and outpatient Services.</p>

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Benefit & Service	Website, Phone Numbers & Hours	Additional Information
Medical Benefits continued		
<p>BlueCross BlueShield (PPO/DRP) or Advocate Centered EPO/DRP - BroMenn Deductible Reimbursement Plan coverage options or claims questions</p> <p>Note: <i>Advocate Associates not eligible for BCBS EPO</i></p>	<p><i>bcbsil.com</i> 800.327.8497 Monday – Friday, 8 am to 6 pm</p>	<p>Send correspondence to: BlueCross BlueShield of Illinois PO Box 805107 Chicago, IL 60680-4112 Fax: 217.442.0884</p>
<p>Health Care Benefits after Termination (Continuation Coverage)</p>	<p><i>tri-starsystems.com</i> 800.727.0182 Monday – Friday, 7 am to 5 pm</p>	<p>Send correspondence to: Tri-Star Systems Attn: Continuation ER128, 16253 Swingley Ridge Road, Suite 210, Chesterfield, MO 63017-5734 Fax: 800.818.0829</p>
<p>Humana Deductible Reimbursement Plan (PPO/DRP), Advocate Centered Health Maintenance Organization (HMO) or Advocate Centered EPO/DRP coverage options or claim questions</p> <p>Note: BroMenn Associates not eligible for Humana HMO, PPO or EPO</p>	<p><i>humana.com</i> 888.393.6765 Monday – Friday, 7 am to 7 pm</p>	<p>AT&T translator services available in 54 languages; send correspondence to: Humana Insurance Company P.O. Box 14601 Lexington KY, 40512</p>
Optional Life Insurance and AD&D Benefits		
<p>For information regarding basic and optional Life Insurance and Accidental Death and Dismemberment (AD&D) benefits, or for claims questions</p>	<p>630.444.2062 Monday – Friday, 8:30 am to 5 pm</p>	<p>Send correspondence to: G. Murphy & Associates 701 Warrenville Rd., Suite 250 Lisle, IL 60532 Fax: 800.294.0301</p>
Prescription Benefits		
<p>OptumRx For information regarding prescription benefits program or claim questions</p>	<p><i>optumrx.com</i> Member Services 866.881.9461</p> <p><u>Specialty Pharmacy:</u> Phone: 866.218.5445 Fax: 800.853.3844 Prior Authorizations 800.853.3844</p>	<p>advocatebenefits.com > Benefits Information > Pharmacy Benefits</p>
Retirement Benefits		
<ul style="list-style-type: none"> • Pension Plan—distributions, general plan questions • Retirement Savings Plan-401(k)—enrollment, PIN changes, fund changes, distributions, loans, general plan questions 	<p><i>advocatebenefits.com</i> 800.775.4784 (press 1) Monday – Friday, 8 am to 6 pm</p>	<p>Spanish-speaking representatives are available; AT&T translator services are available in 54 languages</p>
<ul style="list-style-type: none"> • GuidedChoice™ customer service 	<p>800.242.6182 Monday – Friday, 10 am to 7 pm</p>	<p>Email any time: help@guidedchoice.com</p>
<ul style="list-style-type: none"> • Transitions to Health Retirement-Services to help you live well in retirement 	<p>855.251.5337 Monday – Friday, 8:30 am – 4:30 pm</p>	<p>Email any time: questions@healthretirement.com</p>

Benefit & Service	Website, Phone Numbers & Hours	Additional Information
Medical Benefits continued		
Medicare Medicare Insurance Options <ul style="list-style-type: none"> • Verify the Medicare plans accepted by your healthcare providers • Compare Medicare plans • Have unlimited access to a licensed independent agent who specializes in Medicare health plans 	Advocatehealth.com/medicare 800.868.8642 Monday – Friday, 8 am – 5 pm	Advocatebenefits.com > <i>Benefits Information</i> > <i>Transitions to Health Retirement</i> > <i>Understanding Medicare</i>
Vision Benefits		
EyeMed Providers <ul style="list-style-type: none"> • For information regarding the vision care plan and EyeMed providers 	eyemedvisioncare.com email: oonclaims@eyemedvisioncare.com 866.939.3633 Monday – Saturday, 6:30 am – 10 pm Sunday, 10 am – 7 pm	Send correspondence to: EyeMed Vision Care Attn: OON Claims P.O. Box 8504 Mason, OH 45040-7111 Fax: 866.293.7373
Other Benefits		
Cellular Discount Websites	AT&T: att.com/wireless/broadlane Sprint: sprint.com/broadlane Verizon: VerizonWireless.com	advocatebenefits.com > <i>Benefits Information</i> > <i>Discounts</i> > <i>Cellular Phone</i>
Credit Union HealthCare Associates Credit Union The healthy way to bank. Helping members achieve their financial goals, one solution at a time.	hacu.org Within Chicago area: 630.276.5555 Call center: Monday, 8:30 am – 5 pm Tuesday, 8:30 am – 4 pm Wednesday, 8:30 am – 1 pm Thursday – Friday, 8:30 – to 4 pm 630.276.5726 (24/7 automated teller) Outside Chicago area: 800.942.0158 800.213.6445 (24/7 automated teller)	hacu.org/Resources/PDFs/membership_brochure.pdf Mobile apps available in the Apple App Store and Android Market
Hyatt Legal Plan Prepaid legal service	legalplans.com 800.821.6400 Monday – Friday, 7 am to 6 pm	Advocatebenefits.com > <i>Benefits Information</i> > <i>Hyatt Legal Plan</i>
Identity Force Identity Theft Protection	Identityforce.com 877.694.3367 Monday – Friday, 7 am – 4:30 pm memberservices@identityforce.com	Advocatebenefits.com > <i>Benefits Information</i> > <i>Identity Theft Protection</i>
Long-Term Care Insurance Coverage for you and spouse	888.444.7649	Advocatebenefits.com > <i>Benefits Information</i> > <i>Long Term Care Insurance</i>
MetLife Auto and Homeowner's insurance	MetLife.com/advocate 855.975.3329	Advocatebenefits.com > <i>Benefits Information</i> > <i>Auto and Home Owners Insurance</i>
PerkSpot For discounts and rebates from more than 150 popular retailers and service providers	advocate.perkspot.com 866.606.6057 Monday – Friday, 8 am – 5 pm	Send correspondence to: PerkSpot Customer Service help@perkspot.com
Traveler's Auto and Homeowner's insurance	Travelers.com/advocatehealthcare 888.695.4640 Monday – Sunday, 6 am – 10 pm	Advocatebenefits.com > <i>Benefits Information</i> > <i>Auto and Home Owners Insurance</i>