



For Your Benefit – and for your reference after you enroll

aetnaSM

Health insurance

If you are a new member or change plans, you will receive member ID information from Aetna. If needed, you can print a temporary member ID card, using the instructions below. Aetna Member Services can be reached at 1-800-962-6842. Our group number is 835147. Register at [Aetna.com](https://www.aetna.com) for more information. You will receive a separate pharmacy card from RxBenefits; Member Services can be reached at 1-800-334-8134.

Dental insurance

You will not receive a dental card because Aetna does not issue dental ID cards. Instead, you can print yours by visiting [Aetna.com](https://www.aetna.com) and following the instructions below. Aetna Dental Member Services can be reached at 1-877-238-6200. Our group number is 835147. Register at [Aetna.com](https://www.aetna.com) for more information.

Instructions for Printing Medical or Dental ID Cards on Aetna Navigator

- 1) Go to [Aetna.com](https://www.aetna.com).
- 2) Click on “Member Login,” and then complete the secure log-in or, if you are a first-time user, register your account.
- 3) Once you are logged in, click “Plan Overview” in the top menu bar, and then click “View ID Cards” in the drop-down menu.
- 4) You will then be able to view, print, or email the ID card by member name and plan type. You can also request a physical card for your medical plan from this screen.
(Remember, Aetna does not mail physical cards for dental plans.)



Your Aetna health insurance includes access to Teladoc -an affordable and timely alternative to Emergency Room and Urgent Care visits for non-emergency medical care. It offers the ability to consult with a national network of U.S. board-certified family practitioners, PCPs, pediatricians and internists to diagnose, treat, and prescribe prescriptions. Consultations are available by telephone, on the Teladoc mobile app, as well as with online video using [Teladoc.com](https://www.teladoc.com). Teladoc can provide effective resolution to a wide range of common and routine illnesses helping prevent unnecessary use of the ER or Urgent Care centers for a consultation fee of \$56 for routine care (\$25 if enrolled in the NSO plan).

Visit [Teladoc.com/Aetna](https://www.teladoc.com/Aetna) for more information and to set up your account. Once registered, call 1-855-Teladoc (835-2362) for a consultation.



Vision. You do not need a card for the vision plan. When you use the plan at a provider who accepts Vision Benefits of America (VBA), they can confirm your coverage with your Social Security number. Member Services can be reached at 800-432-4966. Our group number is 9113. Visit VBA online at [vbaplans.com](https://www.vbaplans.com) for more info and to find a provider.



Hearing Service Plan. Enrollment in the vision plan includes access to Your Hearing Network, a discount program for devoted to your hearing needs. Call 888-819-5333 or visit [vbaplans.com](https://www.vbaplans.com) for more information. Our group number is 9113.

HealthEquity® Health Savings Account (HSA)

HSA participants will receive a debit card. When your card expires (typically in three years), you will receive a new one if you remain enrolled in this benefit. Activate your account before using it for the first time by contacting Health Equity member services or visiting HealthEquity.com. Tip: ask for electronic statements to avoid a \$1 a month charge from HealthEquity for printed and mailed statements. If you need help, contact HealthEquity member services at 1-866-346-5800 (available 24/7) or visit HealthEquity.com to register/log into your account.



Health Reimbursement Arrangement (HRA) Flexible Spending Account (FSA)

Medical FSA participants will receive a debit card. When your card expires (typically in three years), you will receive a new one if you remain enrolled in this benefit. For help or to find out the balance of your HRA, Medical FSA, or Dependent Care FSA, visit mycareflex.wealthcareportal.com, call 1-888-577-2762, or email support@careflex.com.



Legal services. For more information, visit info.legalplans.com and enter access code: **Legal** or call the Client Service Center at 1-800-821-6400 Monday - Friday from 8am - 8pm (ET).



Short-term disability and voluntary options for long-term disability, voluntary term life, critical illness, accident, and hospital indemnity. Member Services is available at 1-800-523-2233 or at TheHartford.com. Disability claims can be filed by calling 1-888-301-5615 (Policy # 886117).

Need help? Your **benefits HealthAdvocateSM** is available 24/7 to help handle any situation in a discreet and confidential manner. Call 1-866-695-8622, email answers@HealthAdvocate.com, or visit HealthAdvocate.com/members.

Important Benefit Contact Numbers

Aetna Medical	800-962-6842
Aetna Dental	877-238-6200
CareFlex (HRA, FSA or DepFSA)	888-577-2762
Employee Assistance Program (EAP)	301-766-7600
HealthAdvocate	866-695-8622
HealthEquity HSA	866-346-5800
MetLaw	800-821-6400
Peak Health (for Healthy Steps)	252-237-5090
RxBenefits	800-334-8134
Teladoc	855-Teladoc (855-835-2362)
TransAmerica	888-763-7474
The Hartford (Policy #886117)	800-523-2233
UNUM (Whole Life)	800-635-5597
VBA Vision (Group #9113)	800-432-4966
Your Hearing Network (part of VBA)	800-432-4966

Find more information at myMonarc.org

Questions? Need to make a change? Please remember that you cannot change your pre-tax benefits (medical, dental, vision, HSA, or FSA) outside of Open Enrollment unless you experience a Qualified Life Event and notify me within 30 days of the event. Examples of Qualified Life Events include marriage, divorce, a new baby, involuntary loss of other coverage, changes in your spouse's employment status, and so on. If you're not sure whether or not you've had (or are about to have) a qualifying event, contact me and we can discuss.

Janis Williamson, HR Specialist
Office: 301-797-2121 x2236
Texts only: 301-636-7607
Email: JLWilliamson@arcwc-md.org

Please review your **first pay statement** after your benefits become active to make sure benefit deductions are being applied correctly. Thanks!