



# For Your Benefit – and for your reference after you enroll

# aetna<sup>SM</sup>

## 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.com

- 1) From [Aetna.com](https://www.aetna.com), click on “Member Login,” and then complete the secure log-in or, if you are a first-time user, register your account.
- 2) Once you are logged in, click “ID Cards” in the top menu bar.
- 3) 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. Consult with a national network of U.S. board-certified physicians who can diagnose, treat, and prescribe prescriptions for a consultation fee of \$56 for routine care (\$25 if enrolled in the NSO plan). Available by telephone, on the Teladoc mobile app, as well as with online video using [Teladoc.com](https://www.teladoc.com). 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.



Your enrollment in an Arc WC-sponsored medical plan allows you to participate in Healthy Steps (powered by Peak Health), earning \$10, \$20, or \$30 per pay-period. For more information, visit: [mymonarc.org/healthysteps](https://mymonarc.org/healthysteps). Register at [peak-health.net/wellness](https://peak-health.net/wellness). Peak Health can be reached at (252) 237-5090 or [appointment@peak-health.net](mailto:appointment@peak-health.net).



**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://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://vbaplans.com) for more information. Our group number is 9113.



## 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](http://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](http://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](http://mycareflex.wealthcareportal.com), call 1-888-577-2762, or email [support@careflex.com](mailto:support@careflex.com).



**Legal services from MetLife.** For information, visit [info.legalplans.com](http://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](http://TheHartford.com). Disability claims can be filed by calling 1-888-301-5615 (Policy # 886117).

**Need help?** Your benefits **HealthAdvocate<sup>SM</sup>** is available 24/7 to help handle any situation in a discreet and confidential manner. Call 1-866-695-8622, email [answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com), or visit [HealthAdvocate.com/members](http://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
Optimed	877-884-0998
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](http://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 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](mailto: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!**