

MEDICAL, DENTAL AND VISION

Contact your insurance carrier (insurance company) when you have questions about:

- How the plan works
- What's covered
- How to find doctors and other health care providers
- How to file a claim, check on the status of a claim and resolve claim issues
- Read your explanation of benefits (EOB)

You may need to provide the plan's group number, which you can find on your ID card and below.

Plan	Phone and Web	Group Numbers
Anthem Medical Plans	www.anthem.com/ca/caltech (866) 820-0765	<i>HMO (Southern CA)</i> Campus 175104H020 JPL 175104H024 <i>High-Deductible PPO (all locations)</i> Campus 175104M101 JPL 175104M104
• Prescription Drugs (Anthem Rx Services)	www.anthem.com/ca/caltech (800) 700-2541	<i>BlueCard (Outside CA)</i> Campus 175105M003 JPL 175104M009 <i>Owens Valley (Owens Valley, CA)</i> Campus 175105M003
• Mail Order Pharmacy (Express Scripts)	www.anthem.com/ca/caltech (800) 897-9116	
Kaiser HMO (Southern California)	my.kp.org/caltech/ (800) 464-4000	Campus 101829-01 JPL 101829-02
Kaiser HMO (Mid Atlantic, JPL Only)	www.kaiserpermanente.org (800) 464-4000	JPL 12639-2
Group Health HMO (WA State, Campus only)	www.ghc.org (888) 901-4636	Campus 4918800
Delta Dental	www.deltadentalins.com/caltech (800) 765-6003	Campus 3608-1001 JPL 3608-1002
MetLife DHMO/Safeguard Dental	To find a dentist: www.metlife.com/mybenefits For plan information: Metlife.com/group-dental/safeguard/caltech (800) 880-1800	136384-044
Vision Service Plan (VSP)	www.vsp.com (800) 877-7195	No group number needed

HEALTH SAVINGS ACCOUNT (HSA)

Contact HealthEquity with general HSA questions and help managing your account.

HealthEquity www.healthequity.com
(866) 346-5800

FLEXIBLE SPENDING ACCOUNTS — HEALTH CARE AND DEPENDENT DAY CARE FSA

Contact HealthEquity about claims, reimbursements and account balances.

HealthEquity www.healthequity.com
(866) 346-5800

DISABILITY INSURANCE

For specific Long Term Disability (LTD) claims Aetna: (866) 236-4089

For anything else related to Disability Insurance Contact Campus Human Resources or the JPL Benefits Office

LIFE AND ACCIDENT INSURANCE

For Basic and Supplemental Life Insurance claims inquiries Aetna: (877) 503-3448

For anything else related to Life and Accident Insurance Contact Campus Human Resources or the JPL Benefits Office

VOLUNTARY INSURANCE

Contact MetLife about voluntary insurance (vehicle, home/renters, pet), including options, costs, billing and claims.

MetLife <https://mybenefits.metlife.com/MyBenefits/public/ps/product.do?p=ASN&l=24&cl=3>
(800) 438-6388

RETIREMENT PROGRAM

Contact TIAA if you have a question about your Caltech retirement accounts.

TIAA-CREF tiaa.org/caltech
For general questions: (800) 842-2252
For a counseling session: (800) 732-8353