

Provider Contact Information

Topic	Provider	Contact Information
Benefit Guides, Summary Plan Description, and Other Documents	<i>You may request a hard copy of the Benefits Guide, Summary Plan Description, and any other documents posted on the Oncor Retiree benefits site, free of charge by calling ePeople.</i>	The Oncor Retiree website at oncorbenefits.com/ret . > Call: 1.888.812.5465
General Information	ePeople Service Center	> Log onto: www.connect2epeople.com/retirees to: – Access your Personal Worksheet online or through the Service Center. – Enroll (see page 6 for details). > Call: 1.888.812.5465 (<i>select option '0'</i>). Representatives are available Monday through Friday from 7:30 a.m. to 6:00 p.m. Central time.
Benefits and Other HR Topics	Online Resource Page HR Toolkit	Log onto ePeople, enter your User Name and Password. Then, click the HR Toolkit link in the upper right corner of the homepage. You will receive a prompt to enter an additional User Name and Password: User Name: EXTARINSO\EXT_ONC_RET. / Password: ONC;3456.
MDLive	Board-Certified Doctors - 24/7/365	> Log onto: www.mdlive.com/bcbstx . > Call: 1.888.680.8646 .
Medical and Prescription Drug	Blue Cross and Blue Shield of Texas	> Log onto: www.bcbstx.com . > Call: Customer Service at 1.877.213.6898 . > Health Advocacy Solutions: Concierge & Advocacy (non-Medicare eligible only) > Blue Access for Members (BAM): Find network providers, check claims, access cost estimators, and more. > BlueCare Connection's Personal Health Manager Tool where you can complete a Health Assessment, create a personal health record, call a nurseline 24/7 and more.
	Scott & White Health Plan Option	> Log onto: www.swhp.org to find a network provider, review claims and explanation of benefits, access a health coach, and more. > Call: 1.800.321.7947 .
	CVS Caremark (if you are not eligible for Medicare)	> Log onto: www.caremark.com . > Call: 1.866.339.0593 .
For Medicare-Eligible Participants Only	Via Benefits can help you find medical, pharmacy, dental, and vision insurance plans.	> Log onto: Medicare.viabenefits.com . > Call: 1.844.498.5563 .
	SilverScript (if you are eligible for Medicare and are covered under the Indemnity with Rx or the Indemnity with Legacy Rx Option).	> Log onto: oncor.silverscript.com . > Call: 1.800.706.9346 .

Provider Contact Information *continued*

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HRA Claims	ConnectYourCare (CYC) (does not apply to Scott & White)	> Log onto: www.connectyourcare.com . > Call: 1.877.292.4040 .
HSA Claims	Fidelity (does not apply to Scott & White)	> Log onto: www.netbenefits.com . > Call 1.800.544.3716 .
Incentive Information (Non-Medicare Eligible)	Evive Health (does not apply to Scott & White)	> Log onto: Oncor.myevive.com . > Email: questions@evivehealth.com . > Call: 1.800.475.8205 .
Premium Payments	Chard Snyder	> Log onto: www.chard-snyder.com . > Email: cobra_retiree@chard-snyder.com . > Call: 1.888.993.4646 (Cincinnati area: 1.513.573.4646). > Fax: 1.513.459.9947 .
Dental Benefits	Aetna Dental	> Log onto: www.aetna.com . > Call 1.877.238.6200 .
Vision Benefits	UnitedHealthcare Vision	> Log onto: www.myuhcvision.com . > Call: 1.800.638.3120 .
Life Insurance	MetLife Life Insurance	> Call: 1.888.812.5465 (select option '7').
Prepare a Will	Hyatt Legal Services (Available to participants covered under Oncor's life insurance benefits)	> Call: 1.800.821.6400 .
Retirement Benefits (Pension and Thrift)	Fidelity	> Log onto: www.netbenefits.com . > Call: 1.866.602.0629 .
Social Security Benefits	The Social Security Administration	> Log onto: www.ssa.gov . > Call: 1.800.772.1213 (TTY: 1.800.325.0778).
Medicare, Medicaid, and the Children's Health Insurance Program	Centers for Medicare and Medicaid Services (CMS)	> Log onto: www.cms.gov . > Call: 1.800.Medicare (1.800.633.4227) (TTY: 1.877.486.2048).