

Updated April 2024

## General Information

### GENERAL INFO & ANNUAL ENROLLMENT

**Oncor Benefits Center**  
1.833.253.4927  
Monday through Friday, 8 a.m. to 5 p.m. CST  
[myhrconnection.oncor.com](http://myhrconnection.oncor.com)

### BENEFITS & LIVE WELL INFORMATION

**Oncor**  
<http://intranet.corp.oncor.com>

### BENEFITS INFORMATION

**Oncor**  
[oncorbenefits.com/ee](http://oncorbenefits.com/ee)

## Healthcare

### MEDICAL

**Medical Coverage**  
**BCBSTX**  
1.877.213.6898  
[bcbstx.com](http://bcbstx.com)

**Health Savings Account (HSA)**  
**Fidelity**  
1.800.544.3716  
[netbenefits.com](http://netbenefits.com)

**Health Reimbursement Account (HRA)**  
**Optum Financial**  
1.877.292.4040  
[optumfinancial.com](http://optumfinancial.com)

**24-Hour Nurseline**  
**BCBSTX**  
1.877.213.6898  
[bcbstx.com](http://bcbstx.com)

**Gender Transition**  
**BCBSTX**  
1.877.213.6898  
[bcbstx.com](http://bcbstx.com)

**Mental/Behavioral Health**  
**BCBSTX**  
1.877.213.6898  
[bcbstx.com](http://bcbstx.com)

### PRESCRIPTION DRUG

**CVS/Caremark**  
1.866.339.0593  
[caremark.com](http://caremark.com)

### DENTAL

**Aetna**  
1.877.238.6200  
[aetna.com](http://aetna.com)

### VISION

**UnitedHealthcare (UHC) Vision**  
1.800.638.3120  
[myuhcvision.com](http://myuhcvision.com)

### FAMILY SUPPORT

**Dependent Care Flexible Spending Account (DCFSA)**  
**Optum Financial**  
1.877.292.4040  
[optumfinancial.com](http://optumfinancial.com)

**Adoption Benefits**  
HR Advocacy  
[Oncres1@oncor.com](mailto:Oncres1@oncor.com)  
View Adoption Policy

**Backup Care Support**  
**Magellan Healthcare**  
1.800.327.6608  
Member, [MagellanHealthcare.com](http://MagellanHealthcare.com)

**Women's Fertility and Family Health Support**  
*(Available to Those in an Oncor Medical Option)*  
**Ovia**  
1.877.213.6898  
[bcbstx.com](http://bcbstx.com)

### MORE TOOLS TO MANAGE YOUR HEALTH

**Magellan Healthcare – Confidential Resources Available to Help Reset and Restart All Employees 24/7/365**

Mental/Behavioral Health Counseling	Lifestyle Coaching	Work-Life Services	BetterHelp (Virtual Mental Health Therapy)
Neuroflow (Digital Emotional Wellbeing Program)		Workplace Support – Fees may apply	

**Above Resources Provided Through Magellan Healthcare**  
1.800.327.6608  
[Member.MagellanHealthcare.com](http://Member.MagellanHealthcare.com)

**Weight Management Support**

<i>(Available to Those in an Oncor Medical Option)</i>	<i>(Available to All Employees &amp; Incentive for Those with 3 or More Risk Factors)</i>
<b>WW</b> 1.866.204.2885 <a href="http://ww.com/us/oncor">ww.com/us/oncor</a>	<b>WondrHealth</b> <a href="http://wondrhealth.com/Oncor">wondrhealth.com/Oncor</a>
<b>BCBSTX</b> 1.877.213.6898 <a href="http://bcbstx.com">bcbstx.com</a>	<b>Navigate Health Coaching</b> 1.888.595.6750

**Diabetes Support**

<i>(Available to Those in an Oncor Medical Option)</i>	<i>(Available to Those with 3 or More Risk Factors)</i>
<b>Teladoc Health</b> (formerly Livongo) 1.800.Teladoc (835.2362) <a href="http://teladochealth.com/Smile/ONCOR">teladochealth.com/Smile/ONCOR</a> Website Registration Code: <b>ONCOR</b>	<b>Omada (Pre-Diabetes Support)</b> <a href="http://omadahealth.com/oncor">omadahealth.com/oncor</a>

**Hypertension Support**

<i>(Available to Those in an Oncor Medical Option)</i>	<b>Magellan Healthcare</b> 1.800.327.6608 Member, <a href="http://MagellanHealthcare.com">MagellanHealthcare.com</a>
<b>Teladoc Health</b> (formerly Livongo) 1.800.Teladoc (835.2362) <a href="http://teladochealth.com/Smile/ONCOR">teladochealth.com/Smile/ONCOR</a> Website Registration Code: <b>ONCOR</b>	<b>Hinge Health</b> 1.855.902.2777 <a href="http://hinge.health/oncor">hinge.health/oncor</a>
	<b>Airrosti Rehab Centers</b> 1.800.404.6050 <a href="http://airosti.com">airosti.com</a>

**Medical Decision Support**

<i>(Available to Those in an Oncor Medical Option)</i>	<b>My Medical Ally</b> 1.888.361.3944 <a href="http://mymedicalally.alight.com">mymedicalally.alight.com</a>
	<b>MDLive</b> 1.877.213.6898 <a href="http://mdlive.com/bcbstx">mdlive.com/bcbstx</a>

**Tobacco Cessation Support**

<i>(Available to Those in an Oncor Medical Option)</i>	<i>(Available to All Employees)</i>
<b>BCBSTX</b> 1.877.213.6898 <a href="http://bcbstx.com">bcbstx.com</a>	<b>Navigate</b> 1.888.596.6750 <a href="http://oncorlivewell.com">oncorlivewell.com</a>
	<b>Quit For Life®</b> 1.866.784.8454 <a href="http://quitnow.net">quitnow.net</a>

**Incentive Opportunities**

*(Available to All Employees Including Those Not Enrolled in an Oncor Medical Option)*

**Navigate (For Info and Physician Results Forms)**  
1.888.596.6750  
[oncorlivewell.com](http://oncorlivewell.com)  
Email: [info@oncorlivewell.com](mailto:info@oncorlivewell.com)

**Health Care Flexible Spending Account (HCFSA)**

*(Available to Employees Enrolled in an HRA or That Waive an Oncor Medical Option)*

**Optum Financial**  
1.877.292.4040  
[optumfinancial.com](http://optumfinancial.com)

**WHERE TO GO FOR MENTAL/BEHAVIORAL HEALTH SERVICES**

**Confidential Resources Available to You and Your Family 24/7/365**

*(Available to Those in an Oncor Medical Option)*

<b>BCBSTX</b> 1.877.213.6898 <a href="http://bcbstx.com">bcbstx.com</a>  Offers coverage for a range of mental/behavioral health issues, including counseling and hospitalization, subject to applicable copays and coinsurance.	<b>My Medical Ally</b> 1.888.361.3944 <a href="http://mymedicalally.alight.com">mymedicalally.alight.com</a>  Mental healthcare when you need it most. Offers quality care that is personalized, compassionate and confidential.	<b>MDLive (Telemedicine)</b> 1.877.213.6898 <a href="http://mdlive.com/bcbstx">mdlive.com/bcbstx</a>  Offers confidential counseling sessions, subject to a copay for each session.
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*(Available to All Employees and Their Household Members)*

**Magellan Healthcare**  
1.800.327.6608  
[Member.MagellanHealthcare.com](http://Member.MagellanHealthcare.com)

Provides up to 8 pre-paid (free to you) counseling sessions per issue, per 12-month period. The program offers in-person and virtual therapy options through a national network of licensed professionals.

## Financial Security, Planning, & Insurance Needs

### RETIREMENT ACCOUNTS

**Thrifty and Pension**  
**Fidelity**  
1.866.602.0629  
[netbenefits.com](http://netbenefits.com)

### LIFE INSURANCE

**Basic Life Insurance, Optional Life Insurance, Dependent Life Insurance**  
**MetLife**  
1.800.638.6420  
**To Name Beneficiaries:**  
[myhrconnection.oncor.com](http://myhrconnection.oncor.com)

**AD&D Insurance**  
**MetLife**  
1.800.638.6420

**Long Term Disability**  
**MetLife**  
1.800.638.6420

### LIFE PLANNING SERVICES

**Funeral Planning and Grief Counseling**  
**MetLife**  
1.800.638.6420

**Will Writing**  
**MetLife Legal Plans**  
1.800.821.6400  
[legalplans.com](http://legalplans.com)  
**Group Number:** 000157259

**Legal Services**  
**Magellan Healthcare**  
1.800.327.6608  
Member, [MagellanHealthcare.com](http://MagellanHealthcare.com)

### VOLUNTARY INSURANCE OPTIONS

**Accident Insurance**  
**Aetna Supplemental**  
1.800.607.3366  
[myaetnasupplemental.com](http://myaetnasupplemental.com)

**Critical Illness Insurance**  
**Aetna Supplemental**  
1.800.607.3366  
[myaetnasupplemental.com](http://myaetnasupplemental.com)

**Hospital Indemnity Insurance**  
**Aetna Supplemental**  
1.800.607.3366  
[myaetnasupplemental.com](http://myaetnasupplemental.com)

**Long-Term Care Insurance**  
**Allstate Benefits**  
1.800.521.3535  
Mon-Fri 8am – 8pm EST

**Identity Theft Insurance**  
**Norton Lifelock**  
Mon-Fri 9am – 7pm ET:  
1.800.607.9174  
Urgent After Hours:  
1.800.543.3562  
[my.norton.com](http://my.norton.com)

### MAGELLAN HEALTHCARE FINANCIAL RESOURCES

**Legal Services**

**Learning Center**  
Articles, Webinars, Links to Community Resources

**Financial Wellness**

**Identity Theft Resolution Benefits**

**LifeMart Discount Center**

**Above Resources Provided Through Magellan Healthcare**  
1.800.327.6608  
Member, [MagellanHealthcare.com](http://MagellanHealthcare.com)

## Other Benefits

### TIME-OFF BENEFITS

**General Information, FMLA, and Parental Leave**  
**Oncor Benefits Center**  
1.833.253.4927  
[myhrconnection.oncor.com](http://myhrconnection.oncor.com)

### OTHER PERKS

<b>Electric Vehicle Incentive Program</b>	<b>Appliance Purchase Plan Offers</b>	<b>Education Expense Reimbursement Plan</b>
<b>Energy Conservation Program Offers</b>	<b>Commuter Benefits</b>	<b>Company Perks and Purchase Programs</b>

Learn more on the [Oncor Intranet](#) under [Live Well > Company Perks](#).