

# Benefits Resource Directory

Contact	Phone (hours) and Address	Website, Email and App (download free mobile apps listed below through the App Store or Google Play)
<b>Wayne State University</b>		
For general Human Resources and Benefits & Wellness questions: <ul style="list-style-type: none"> <li>• Retiring</li> <li>• Eligibility to participate in a benefit plan</li> <li>• Enrolling and changing coverage in a benefit plan</li> <li>• Changing personal information (including dependent information)</li> <li>• Coverage costs</li> </ul>		
HR Service Center	313-577-3000 (Mon – Fri 8:30am – 5pm) fax: 313-577-0637  5700 Cass Ave., Suite 3638 Detroit, MI 48202	web: <a href="http://hr.wayne.edu/tcw">hr.wayne.edu/tcw</a> email: <a href="mailto:askhr@wayne.edu">askhr@wayne.edu</a> app: Wayne State University
	24/7 Employee Self-Service	web: <a href="http://academica.wayne.edu">academica.wayne.edu</a>
<b>Medical, Dental and Vision</b>		
For information about: <ul style="list-style-type: none"> <li>• Participating providers</li> <li>• Covered and non-covered expenses</li> <li>• ID cards (for Medical and Vision)</li> <li>• Claims</li> </ul>		
<b>Medical Plans</b>		
Health Alliance Plan (HAP) (HMO) Group Number: 10000664-1001	800-422-4641 (Mon – Fri 8am – 7pm)	web: <a href="http://hap.org">hap.org</a> app: HAP OnTheGo
Health Alliance Plan (HAP) Senior Plus (HMO) Group Number: 1000064-1006	800-801-1770 October 1– March 31 (Sun – Sat 8am – 8pm) April 1– September 30 (Mon – Fri 8am – 8pm)	web: <a href="http://hap.org">hap.org</a> app: HAP OnTheGo
Blue Care Network (BCN) (HMO) Group Number: 00111308-0005	800-662-6667 (Mon – Fri 8am – 5:30pm)	web: <a href="http://bcbsm.com">bcbsm.com</a> app: BCBSM
Aetna Medicare Plan (PPO) Group Numbers: Retiree: 430700 LTD: 430697	855-335-1407 (Mon – Fri 8am – 8pm) P.O. Box 14088 Lexington, KY 40512	web: <a href="http://aetnaretireeplans.com">aetnaretireeplans.com</a> app: Aetna Health
Blue Cross Shield of Michigan (BCBS) Group Number: 007002779-0004	877-354-2583 (Mon – Fri 8am – 5:30pm)	web: <a href="http://bcbsm.com">bcbsm.com</a> app: BCBSM

Contact	Phone (hours) and Address	Website, Email and App (download free mobile apps listed below through the App Store or Google Play)
<b>Virtual Doctor Visits (visit a board-certified doctor via smartphone or computer 24/7)</b>		
HAP (HMO) – American Well	844-733-3627 (24/7)	web: hap.amwell.com email: support@amwell.com app: Amwell: Doctor Visits 24/7 <b>Service Key: HAPMi</b>
Blue Care Network Blue Cross Blue Shield	844-606-1608 (24/7)	web: bcbsmonlinevisits.com app: BCBSM Online Visits
<b>Home Delivery Pharmacy Service (free shipping, 90-day supply, licensed pharmacists)</b>		
HAP and HAP Senior Plus – Pharmacy Advantage	800-456-2112 (Mon – Fri 8am – 6pm) After hours available	web: pharmacyadvantagerx.com app: HAP OnTheGo
Aetna – CVS Caremark	877-238-6211 (24/7)	web: aetna.com app: CVS Caremark
Blue Care Network – Express Scripts	800-229-0832 (24/7)	web: express-scripts.com/ app: Express Scripts
Blue Cross Blue Shield – Express Scripts	800-778-0735 (24/7)	web: express-scripts.com/ app: Express Scripts
<b>Dental</b>		
Delta Dental Group Number: 0005989-0001	800-482-8915 (Mon – Fri 8am – 8pm)	web: deltadentalmi.com app: Delta Dental Mobile
<b>Vision</b>		
EyeMed Group Number: 9730946	866-939-3633 (every day, 7am – 11pm)	web: eyemed.com app: EyeMed Members
<b>Monthly Billing and Payments</b>		
For information about: <ul style="list-style-type: none"> <li>• Aetna – Medical insurance enrollments, terminations and payments</li> <li>• Arcadia – Retiree medical insurance payments (excluding Aetna) and COBRA</li> </ul>		
Aetna	855-335-1407 (Mon – Fri 8am – 8pm) P.O. Box 14088 Lexington, KY 40512	web: aetnaretireeplans.com app: Aetna Health
Arcadia (acquired by Navia Benefits)	866-329-4333 (Mon – Fri 8am – 4:30pm) fax: 269-381-5844 612 S. Park St. Kalamazoo, MI 49007	web: arcadiabenefits.com

## Benefits Resource Directory

Contact	Phone (hours) and Address	Website, Email and App (download free mobile apps listed below through the App Store or Google Play)
<b>Medicare and Social Security</b>		
For information about: <ul style="list-style-type: none"> <li>• Medicare Eligibility</li> <li>• Enrolling in Medicare</li> <li>• Medicare Parts A, B &amp; D</li> </ul>		
Medicare	Helpline: 800-633-4227 Helpline TTY: 877-486-2048  Coordination of Benefits: 855-798-2627	web: medicare.gov
Michigan Medicaid Assistance Program	800-803-7174	web: michigan.gov.mdhhs
Social Security Administration	800-772-1213 TTY: 800-325-0778 (Mon – Fri 7am – 7pm)	web: socialsecurity.gov
<b>Life Insurance, LTD and Retirement Savings Plans</b>		
<b>Life Insurance</b>		
For: <ul style="list-style-type: none"> <li>• Enrollment</li> <li>• To file death claims</li> <li>• Coverage questions</li> <li>• Beneficiary designation</li> </ul>		
HR Service Center	313-577-3000 (Mon – Fri 8:30am – 5pm) fax: 313-577-0637  5700 Cass Ave., Suite 3638 Detroit, MI 48202	web: hr.wayne.edu/tcw email: askhr@wayne.edu app: Wayne State University
For: <ul style="list-style-type: none"> <li>• Questions after a claim has been paid or denied</li> <li>• Conversion coverage administration</li> <li>• Portability coverage administration</li> </ul>		
Sun Life Financial	800-247-6875 (Mon – Fri 8am – 8pm) One Sun Life Executive Park Wellesley Hills, MA 02481	web: sunlife.com/us email: usweb_general_information@sunlife.com app: Sun Life Benefit Tools

Contact	Phone (hours) and Address	Website, Email and App (download free mobile apps listed below through the App Store or Google Play)
<b>Long-Term Disability (LTD)</b>		
For: <ul style="list-style-type: none"> <li>• Claim filing</li> <li>• Coverage questions</li> </ul>		
HR Service Center	313-577-3000 (Mon – Fri 8:30am – 5pm) fax: 313-577-0637 5700 Cass Ave., Suite 3638 Detroit, MI 48202	web: <a href="http://hr.wayne.edu/tcw">hr.wayne.edu/tcw</a> email: <a href="mailto:askhr@wayne.edu">askhr@wayne.edu</a>
<ul style="list-style-type: none"> <li>• After filing Claims</li> </ul>		
CIGNA	800-362-4462 888-842-4462 (Mon – Fri 7am – 5pm) PO Box 29221 Phoenix, AZ 85038-9221	web: <a href="http://mycigna.com">mycigna.com</a> app: MyCigna
<b>Retirement Savings Plans</b>		
For: <ul style="list-style-type: none"> <li>• Individual counseling</li> <li>• What to do with your accounts after retiring</li> </ul>		
Fidelity Investments	800-343-0860 (Mon – Fri 8am – 12am) PO Box 770001 Cincinnati, OH 45277-0018 Overnight Mail 100 Crosby Parkway KC1E Covington, KY 41015	web: <a href="http://netbenefits.com/waynestateuniversity">netbenefits.com/waynestateuniversity</a> app: Fidelity Investments
Fidelity Investments 1-on-1 in-person counseling	800-642-7131 (Mon – Fri 8am – 12am)	web: <a href="http://fidelity.com/atwork/reservations">fidelity.com/atwork/reservations</a>
TIAA	800-842-2252 (Mon – Fri 8am – 10pm, Sat 9am – 6pm) PO Box 1268 Charlotte, NC 28201-1268 Overnight Mail 8500 Andrew Carnegie Blvd Charlotte, NC 28262	web: <a href="http://tiaa.org/wayne">tiaa.org/wayne</a> app: TIAA
TIAA 1-on-1 in-person counseling	800-732-8353 (Mon – Fri 8am – 10pm)	web: <a href="http://tiaa.org/wayne">tiaa.org/wayne</a>

## Benefits Resource Directory

Contact	Phone (hours) and Address	Website, Email and App (download free mobile apps listed below through the App Store or Google Play)
<b>Additional Retiree Benefits</b> <ul style="list-style-type: none"> <li>• Mort Harris Recreation &amp; Fitness Center membership</li> <li>• Retiree OneCard</li> <li>• Free Parking</li> <li>• Continued Email Access</li> <li>• Senior Citizen Reduced Tuition (75% off tuition for age 60+)</li> <li>• Voluntary Benefits</li> <li>• Society of Active Retirees (SOAR)</li> </ul>		
<b>On-Campus Retiree Benefits</b>		
Mort Harris Recreation and Fitness Center	313-577-2348 (Mon – Fri 5:30am – 11pm, Sat – Sun 10am – 7pm) fax: 313-577-5843 5210 Gullen Mall, Detroit, MI 48202	web: <a href="http://rfc.wayne.edu">rfc.wayne.edu</a> email: <a href="mailto:campusrec@wayne.edu">campusrec@wayne.edu</a>
OneCard/Parking Service Center	313-577-CARD (2273) (Mon – Fri 8:30am – 5pm) 42 W. Warren Avenue Suite 257, Detroit, Michigan 48202	web: <a href="http://onecard.wayne.edu">onecard.wayne.edu</a> email: <a href="mailto:onecard@wayne.edu">onecard@wayne.edu</a>
C&IT Help Desk	313-577-4357 (Mon – Fri 7:30am – 8pm) Student Center Building 5221 Gullen Mall, Suite 005, Detroit, MI 48202	web: <a href="http://tech.wayne.edu">tech.wayne.edu</a> email: <a href="mailto:helpdesk@wayne.edu">helpdesk@wayne.edu</a>
Senior Citizen Reduced Tuition	<b>Questions:</b> Student Service Center 313-577-2100 (Mon – Thurs 8:30am – 4:30pm, Fri 8:45am – 4:30pm) The Welcome Center 42 W. Warren Ave., 1st Floor Lobby (Mon – Thurs 8:30am – 6:00pm, Fri 8:30am – 5:00pm) <b>Send documents to:</b> Records and Registration 5057 Woodward, 5th Floor, Detroit, 48202 Fax: 313-577-7870	web: <a href="http://wayne.edu/registrar/tuition">wayne.edu/registrar/tuition</a> email: <a href="mailto:studentservice@wayne.edu">studentservice@wayne.edu</a>
<b>Voluntary Benefits</b>		
Liberty Mutual – Home & Auto Insurance	248-699-9917	web: <a href="http://libertymutual.com/wsu">libertymutual.com/wsu</a> app: Liberty Mutual Mobile
Trustmark – Long-Term Care Insurance	800-918-8877 400 Field Drive, Lake Forest, IL 60045	web: <a href="http://trustmarksolutions.com/">trustmarksolutions.com/</a> email: <a href="mailto:customercare@trustmarksolutions.com">customercare@trustmarksolutions.com</a>
<b>Other</b>		
Society of Active Retirees (SOAR)	248-626-0296 (Mon – Thurs 9:30am – 3:00pm, Fri 9:30am – 1:00pm) c/o Adat Shalom Synagogue 29901 Middlebelt Rd., Farmington Hills, MI 48334	web: <a href="http://soarexplore.com">soarexplore.com</a>