

## 2019 Health & Wellness Benefits Contact Information Sheet



Benefit Option	Plan/Administrator Name	Phone Number	Access Channel
<b>United Airlines Benefits Center (UABC)</b> Your Benefits Resources (YBR)	Alight	1-800-651-1007	Flying Together > Employee Services > Health & Insurance (YBR)
<b>UABC International Access</b> (for those dialing outside the US)	Alight	Outside US, Puerto Rico, Canada, Guam, or US Virgin Islands: 1-646-254-3463 o UK Toll-free: 0-800-028-5392 o Japan: 0120679100 o Germany: 0-800-000-4878 o Hong Kong: 30029795	Flying Together > Employee Services > Health & Insurance (YBR)
<b>Accolade Health Assistant</b>	Accolade Healthcare Concierge (for applicable medical plans)	1-844-252-6830	united.myacolade.com or download the Accolade, Inc. mobile app
<b>Self-Insured Medical Options- PPO, EPO and HDHP Plans</b>			
<b>BCBS Plans</b>	Blue Cross Blue Shield of Illinois	1-800-535-9825	<a href="http://www.bcbsil.com/united">www.bcbsil.com/united</a>
<b>Aetna Plans</b>	Aetna	1-800-334-0110	<a href="http://www.aetna.com/united">www.aetna.com/united</a>
<b>Pharmacy Benefits</b>	CVS/caremark	1-844-635-3401	<a href="http://www.caremark.com/">http://www.caremark.com/</a>
<b>Aetna International</b>	Aetna	1-888-219-6232	<a href="http://www.aetnainternational.com">www.aetnainternational.com</a>
<b>Fully-Insured Medical Options- HMO &amp; Regional Plans (Active &amp; Pre-65 Retirees)</b>			
	Anthem Colorado HMO	1-877-829-9916	<a href="http://www.anthem.com">www.anthem.com</a>
	Aetna Select (AZ, CA, FL, MA, MI, Mid-Atlantic, MN, NC, NJ, NV, NY, PA)	1-800-334-0110	<a href="http://www.aetna.com/united">www.aetna.com/united</a>
	BCBS HMO Illinois	1-800-892-2803	<a href="http://www.bcbsil.com/united">www.bcbsil.com/united</a>
	HMSA	Oahu: 1- 808-948-6111 Toll free: 1-800-776-4672	<a href="http://www.hmsa.com">www.hmsa.com</a>
	Kaiser Permanente (WA)	Vancouver/Longview area: 1-888-813-2000 All other areas: 1-888-901-4636	<a href="http://my.kp.org/united">http://my.kp.org/united</a>
	Kaiser Foundation (CA)	1-800-464-4000	<a href="http://my.kp.org/united">http://my.kp.org/united</a>
<b>Health Maintenance Organization (HMO) &amp; Regional Plans (Active &amp; Pre-65 Retirees)</b>	Kaiser Permanente (CO)	1-303-338-3800 Denver: 1-800-632-9700 Colorado Springs: 1-888-681-7878	<a href="http://my.kp.org/united">http://my.kp.org/united</a>
	Kaiser Permanente (OH)	1-800-686-7100 TTY: 1-877-676-6677	<a href="http://my.kp.org/united">http://my.kp.org/united</a>
	Kaiser Permanente (Mid-Atlantic)	1-301-468-6000 When out of service area: 1-800-777-7902	<a href="http://my.kp.org/united">http://my.kp.org/united</a>
	Kaiser Permanente (GA)	1-888-865-5813 1-404-261-2590	<a href="http://my.kp.org/united">http://my.kp.org/united</a>
	Kaiser Permanente (HI) (POS & HMO)	1-800-966-5955 Oahu: 1-800-432-5955	<a href="http://my.kp.org/united">http://my.kp.org/united</a>
	Kaiser Permanente (NW) (Oregon)	1-800-813-2000 Portland/Metro Area: 1-503-813-2000	<a href="http://my.kp.org/united">http://my.kp.org/united</a>
	Aetna Health Plans (International) Medical Indemnity	1-800-231-7729	<a href="http://www.aetnainternational.com">www.aetnainternational.com</a>
	NetCare (All Plans/Guam)	1-671-475-7359 (7FLY)	<a href="http://www.netcarelifeandhealth.com">www.netcarelifeandhealth.com</a>

**Fully Insured Medical Options- HMO & Regional Plans (Active & Pre-65 Retirees) (continued)**

<b>Health Maintenance Organization (HMO) &amp; Regional Plans (Active &amp; Pre-65 Retirees)</b>	Triple S (Puerto Rico)	1-877-357-9777 1-787-774-6060	<a href="http://www.ssspr.com">www.ssspr.com</a>
	TriCare Supplement (military supplement plan)	1-800-638-2610 ext. 255	<a href="http://www.asicorporation.com/united">www.asicorporation.com/united</a>

**Post-65 Retirees Medicare Advantage & Choice HMOs**

<b>Post-65 Retirees Medicare Advantage &amp; Choice HMOs</b>	Group Health Cooperative of Puget Sound (WA)	1-888-901-4636	<a href="http://www.ghc.org">www.ghc.org</a>
	HealthNet Inc. (CA)	1-800-275-4737	<a href="http://www.healthnet.com">www.healthnet.com</a>
	Humana Health Plans, Inc. (IL)	1-866-396-8810	<a href="http://www.humana.com">www.humana.com</a>
	Kaiser Foundation (CA)	1-800-443-0815	<a href="http://www.kaiserpermanente.org">www.kaiserpermanente.org</a>
	Kaiser Permanente (CO)	1-800-476-2167 TTY: 1-888-758-6054	<a href="http://www.kaiserpermanente.org">www.kaiserpermanente.org</a>
	HealthSpan Integrated Care (OH)	1-800-686-7100	<a href="http://www.healthspan.org/">http://www.healthspan.org/</a>
	Kaiser Permanente (HI)	1-800-966-5955 Oahu: 1-800-432-5955	<a href="http://www.kaiserpermanente.org">www.kaiserpermanente.org</a>
	Kaiser Permanente (OR)	1-800-813-2000 Portland/Metro Area: 1-503-813-2000	<a href="http://my.kp.org/united">http://my.kp.org/united</a>
United HealthCare Group Medicare Advantage (HMO) (AZ, CA, CO, NV)	1-800-457-8506	<a href="http://www.uhcretiree.com">www.uhcretiree.com</a>	

**Pharmacy Only Plan**

<b>Rx Only Plan</b>	CVS/caremark	1-844-635-3401	<a href="http://www.caremark.com/">http://www.caremark.com/</a>
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**Other Aetna Retiree Health Plans**

<b>Aetna Retiree Plans</b>	Officer Medical Medicare Select Medicare Uniform Medicare	1-800-334-0110	<a href="http://www.aetna.com/united">www.aetna.com/united</a>
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**Dental Plans**

<b>All 2019 Dental Plans</b>	Cigna	1-800-564-7642	Online tools coming from Cigna in 2019
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**Vision Plans**

<b>Vision Plans</b>	Vision Service Plan (VSP)	1-800-877-7195	<a href="http://www.vsp.com">www.vsp.com</a>
	Superior Vision	1-800-507-3800	<a href="http://www.superiorvision.com">www.superiorvision.com</a>

**Spending and Savings Accounts**

<b>-Healthy Rewards Health Reimbursement Account (HRA)</b>			
<b>-Health Savings Account (HSA)</b>	Your Spending Account (YSA)	1-800-651-1007	Download the YSA Reimburse Me app from the App Store or Google Play for 24/7 access to your YSA accounts
<b>-Flexible Spending Accounts (FSAs-Healthcare and Dependent care)</b>			
<b>-IBT HRA/RHA Veba</b>			

<b>Life, Accident &amp; Disability</b>			
			MyBenefits.MetLife.com
<b>Life Insurance (Term, GUL and GVUL)</b>	MetLife	GVUL: 1-800-936-0931	Flying Together > Employee Services > Health & Insurance (YBR) www.lifebenefits.com
	Securian	Term: 1-866-293-6047 GUL: 1-866-887-1043	Flying Together > Employee Services > Health & Insurance (YBR)
<b>Personal Accident Insurance (PAI)</b>	AIG Benefits Solutions	Claims/Questions: 1-800-651-1007	Flying Together > Employee Services > Health & Insurance (YBR)
<b>Long Term Disability (LTD)</b>	Prudential	800-842-1718	www.prudential.com/mybenefits
	Continental American Insurance Company (IAM Sponsored LTD)	1-800-433-3036	N/A
<b>Pilot Long Term Disability (LTD)</b>	Reed Group	1-888-459-0795 1-720-456-4788	<a href="http://www.unitedairlines.leavepro.com">www.unitedairlines.leavepro.com</a>
<b>Additional Health &amp; Wellness Contacts</b>			
<b>Weight Management</b>	Real Appeal (for applicable medical plans)	1-844-344-7325 (REAL)	united.realappeal.com
<b>Diabetes Management</b>	Livongo (for applicable medical plans)	1-800-945-4355	welcome.livongo.com/united
<b>Telemedicine</b>	Doctor on Demand (for applicable medical plans)	1-800-997-6196	www.doctorondemand.com/unitedairlines
<b>Expert Medical Opinion (EMO)</b>	Advance Medical (for applicable medical plans)	1-844-280-4324	advance-medical.net/unitedairlines
<b>Work/Life Solutions Enhanced Employee Assistance Program (EAP)</b>	Work/Life Solutions Beacon Health Options	1-866-324-4327	Flying Together > Employee Services > Employee Assistance Program
<b>United Internal EAP</b>	United EAP Managers	1-844-EAP-9990	Flying Together > Employee Services > Employee Assistance Program
	<b>Employee Service Center</b>	1-877-UAL-ESC9	Email: <a href="mailto:esc@united.com">esc@united.com</a>