

QUESTIONS?

GET HELP FROM OUR BENEFITS VENDORS

FOR MORE INFORMATION ON	CONTACT	PHONE/WEBSITE/EMAIL
BENEFITS FOR MEDICARE RETIREES		
Medicare Supplement Plans Medicare Pharmacy Plans	UnitedHealthcare	Medicare Supplement: Pre-Enrollee Questions – 844-488-3960 Prescription Drug Plan: Pharmacy Coverage: Pre-Enrollee Questions – 844-488-3960 Post-Enrollee Questions – 800-545-1797 Monday to Friday 8:00 a.m. to 8:00 p.m. www.MyAARPMedicare.com AARP Membership Renewal Line: 888-687-2277
BENEFITS FOR NON-MEDICARE RETIREES		
Medical	UnitedHealthcare	844-585-1273 Monday to Friday 8:00 a.m. to 8:00 p.m. https://phoenix.welcometouhc.com
Pharmacy	OptumRx	800-356-3477 (24/7) www.optumrx.com/public/landing
BENEFITS FOR ALL RETIREES		
Dental	Cigna	800-244-6224 www.myCigna.com
Vision	Davis Vision	877-923-2847 (access code: 9613) www.davisvision.com/members
Elder Care Resources	ComPsych	844-819-4775 or TDD 800-697-0353 www.guidanceresources.com (Web ID: PhoenixEAP) Download the app: GuidanceNow®
Legal Insurance	ARAG Legal	800-247-4184 www.AragLegalCenter.com (Access Code: 16922phx)
Pet Insurance	MetLife	800-GET-MET8

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GET HELP FROM OUR BENEFITS TEAM

FOR MORE INFORMATION ABOUT	CONTACT
<p>Public Safety Retirees:</p> <p>Arizona State Retirement System (ASRS) Benefits</p>	<p>Arizona State Retirement System (ASRS) www.azasrs.gov</p>
<p>PSPRS State Subsidy</p>	<p>Paula Whisel 602-495-5459 paula.whisel@phoenix.gov</p>

FOR HELP WITH...	CONTACT
<p>Updating an Address or Phone Number</p>	<ul style="list-style-type: none"> - Civilian retirees should contact the City of Phoenix Employees' Retirement System (COPERS) office at 602-534-4400 - Sworn public safety retirees should contact the City of Phoenix Benefits Office
<p>Resetting an eCHRIS Self-Service Password</p>	<p>Help Desk 602-534-4357 Monday to Friday, 7:00 a.m. to 5:00 p.m.</p>
<p>Questions about:</p> <ul style="list-style-type: none"> • Ordering New ID Cards • Finding a Provider • Submitting a Claim • Updates About a Claim 	<p>Individual Benefits Vendors (see contact information on previous page)</p>
<p>Questions about:</p> <ul style="list-style-type: none"> • Benefits Eligibility • Benefits Enrollment • Change in Benefits • Update a Beneficiary • Unresolved Problem with a Benefits Vendor 	<p>City Benefits Office 602-262-4777 Monday to Friday 8:00 a.m. to 5:00 p.m. benefits.questions@phoenix.gov</p>