Who to Contact

Contact the City of Phoenix Benefits Office if:

- You have a question about benefits eligibility

- You have a question about Open Enrollment

- You have a question about making a change in your benefits enrollment

- You need to elect or update a beneficiary

- You have a question about the Fit4Phoenix Wellness Program

- You have an unresolved problem with one of our benefits vendors

City of Phoenix Benefits Office

Visit: phoenix.gov/benefits

Email For Benefits:
benefits.questions@phoenix.gov

Email For Wellness:
be.healthy@phoenix.gov

Call: (602) 262-4777

Contact Our Benefits Vendors if:

- You want specific information about services

- You need assistance finding a provider

- You need to order a new benefits ID card

- You need to submit a claim

- You need an update on the status of your claim

- You have a question about your claim

- You need to dispute a claim

BENEFITS VENDOR	CONTACT INFORMATION
**Banner	Aetna**	http://www.aetna.com/cityofphoenix
	24-Hour Customer Service Line: **(855) 220-6506**
	See the Benefits website for current contact information (www.phoenix.gov/benefits)
98point6 Virtual Health Visits through **Banner	Aetna**	98point6.com/cityofphoenix/ App: 98point6
Blue Cross Blue Shield of Arizona	azblue.com Registration questions and password reset: **(602) 864-4844**
	24-Hour Nurse On-Call: **(866) 422-2729**
	To contact our designated BCBS representative, see the Benefits website for current contact information (www.phoenix.gov/benefits) Member Services: **(602) 864-4857**

Who to Contact

BENEFITS VENDOR	CONTACT INFORMATION
BlueCare Anywhere Virtual Health Visits through BCBS of Arizona	BlueCareAnywhereAZ.com App: BlueCareAnywhere
HealthEquity Health Savings Account (HSA) for Saver's Choice Health Plan (HDHP)	healthequity.com/phoenix Member Services: **(877) 582-4793**
Elixir Pharmacy Benefits	elixirsolutions.com Preview code: PHXRX. No registration necessary To contact our designated Elixir representative, see the Benefits website for current contact information (www.phoenix.gov/benefits) Elixir Customer service: **(833) 803-4402** (24-Hour Assistance)
ComPsych Guidance Resources Employee Assistance Program (EAP)	guidanceresources.com Web ID: PhoenixEAP App: GuidanceNow® Member Services: **(844) 819-4775**
Cigna Dental Benefits	mycigna.com **(800) 244-6224** Registration Questions and Password Reset: **(800) 853-2713**
Davis Vision by MetLife Vision Buy-Up Plan	Direct Dial to the vision line is: **(833) EYE-LIFE** Member website on and after 1/1/2023 will be: www.metlife.com/mybenefits. For online support from now through 12/31/2022, members can still log onto www.DavisVision.com/Members and enter the City of Phoenix Client Code of 9613.
DCP Program 457b/401a/PEHP	dcp.benefits@phoenix.gov
OPTUM | Connect Your Care FSA and COBRA	www.optum.com/cyc Member Services: **(877) 292-4040**
Securian – Minnesota Life Life Insurance Plan	Lifebenefits.com/submitEOI Group Policy Number: 34390 Access Key: Phoenix **(800) 872-2214**
ARAG Legal Insurance Plan	ARAGlegal.com/plans Access Code: 16922phx Member Services: **(800) 247-4184**
MetLife Pet Insurance Plan	MetLifepetinsurance.com **(800) GET-MET8** **(855) 270-7387**
Nationwide Retirement Solutions	phoenixdcp.com Phoenix Nationwide Office **(602) 266-2733**