

Important Benefits Contacts

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This insert lists important benefits telephone numbers and Internet site addresses. For general information or to contact a plan administrator, call the Verizon Benefits Center as described below.

General information about your benefits		
Your Benefits Resources™		www.verizon.com/benefits
Verizon Benefits Center	Verizon Benefits Center P.O. Box 1457 100 Half Day Road Lincolnshire, IL 60069-1457	1-877-4VzBens <ul style="list-style-type: none"> • Enter the last four digits of your social security number and your date of birth. (You may also be prompted to enter your home ZIP code.) • Then choose from one of the following menu options: <ul style="list-style-type: none"> — Retirement and Pension — Savings Plan — Health Care — Life and Disability — Voluntary Separation

Plan or program	Telephone number	TTY (if available)	Internet site address (if available)
Medical plan			
Health care network (HCN)			
Aetna, Inc. Claims and appeals administrator and member services	1-800-884-1467 1-800-448-6458	1-800-325-5976 1-800-325-5976	www.aetna.com
Blue Cross Blue Shield of Massachusetts Claims and appeals administrator and member services	1-800-222-7621	1-800-522-1254	www.bcbsma.com
Excellus Blue Cross Blue Shield of Central New York Claims and appeals administrator and member services	1-800-919-8809		www.excellusbcbcs.com

Plan or program	Telephone number	TTY (if available)	Internet site address (if available)
MVP Select Care Inc. Claims and appeals administrator and member services	1-800-229-5851	1-800-662-1220	www.mvpselectcare.com
Univera Healthcare Claims and appeals administrator and member services	1-888-473-2887	1-800-421-1220	www.univerahealthcare.com
Mental health/substance abuse United Behavioral Health (UBH) Claims and appeals administrator and member services	1-800-852-1084	1-800-842-9489	www.unitedbehavioralhealth.com
Empire MEP Indemnity			
Empire BlueCross BlueShield Claims and appeals administrator and member services	1-800-635-2184		www.empirehealthcare.com
Mental health/substance abuse United Behavioral Health (UBH) Claims and appeals administrator and member services	1-866-223-5805		www.unitedbehavioralhealth.com
Aetna MEP PPO			
Aetna, Inc. Claims and appeals administrator Member services	1-800-884-1467 1-800-448-6458	1-800-325-5976 1-800-325-5976	www.aetna.com
Mental health/substance abuse United Behavioral Health (UBH) Claims and appeals administrator and member services	1-866-319-4479		www.unitedbehavioralhealth.com
Prescription drug program			
Medco Claims and appeals administrator and member services	1-877-877-1878	1-800-759-1089	www.medco.com
For pharmacists under the HCN only: To receive prior authorization for drugs listed in the SPD under "Medications That Require a Coverage Review"	1-800-626-6270		
To initiate a review for the drugs listed as requiring a lesser review in the SPD under "Medications That Require a Coverage Review"	1-888-248-4670		

Plan or program	Telephone number	TTY (if available)	Internet site address (if available)
Other medical plan contacts			
LASIK discount information Davis Vision, Inc. Claims administrator	1-877-999-7006	1-800-523-2847	www.davisvision.com
HMO supplemental mental health and substance abuse treatment benefits MHN Claims administrator	1-800-777-7991		
Dental plan			
Dental expense plan			
Metropolitan Life Insurance Company Member services, benefits administrator and claims and appeals administrator	1-800-556-3490		www.metlife.com/dental
Dental PPO plan – NE			
United Concordia Claims and appeals administrator, benefits administrator and member services	1-866-851-7568		www.ucci.com
Vision care plan			
Davis Vision, Inc. Member services, benefits administrator and claims and appeals administrator	1-877-999-7006	1-800-523-2847	www.davisvision.com
Flexible reimbursement plan			
Your Spending Account P.O. Box 785094 Orlando, FL 32878-5094	1-877-4VzBens 1-866-209-5276 (fax)		www.verizon.com/benefits
Other flexible reimbursement plan contacts			
Internal Revenue Service Forms and publications			www.irs.gov

Plan or program	Telephone number	TTY (if available)	Internet site address (if available)
Survivor benefits			
Basic life and Basic AD&D Verizon Benefits Center Benefits administrator and claims and appeals administrator	1-877-4VzBens		www.verizon.com/benefits
Supplemental life, Dependent life, Supplemental AD&D and Dependent AD&D Verizon Benefits Center Benefits administrator and claims and appeals administrator	1-877-4VzBens		www.verizon.com/benefits
Disability plans			
Sickness and accident disability benefit plan			
Metropolitan Life Insurance Company Claims and appeals administrator and benefits administrator	1-800-638-4228		www.metlife.com/mybenefits
Long-term disability plan			
Metropolitan Life Insurance Company Claims and appeals administrator and benefits administrator	1-800-638-4228		www.metlife.com/mybenefits
Long-term care insurance			
John Hancock Insurance Company Benefits administrator, customer service center and claims and appeals administrator	1-800-231-6969	1-800-255-1808	www.jhancock.com/gltc
Income protection plans			1-877-4VzBens, Option 5 (voluntary separations)
Savings plan			
Verizon Savings Plan Service Center Benefits administrator	1-888-457-9333		www.netbenefits.com

Plan or program	Telephone number	TTY (if available)	Internet site address (if available)
Pension plan			
Verizon Benefits Center Benefits administrator	1-877-4VzBens		www.verizon.com/benefits
Other pension plan contacts			
Pension Benefit Guaranty Corporation Plan insurance	1-800-400-7242	1-800-877-8339 and ask to be connected to 800-400-7242	http://www.pbgc.gov
Additional contacts			
Qualified Order Team Qualified medical child support orders (QMCSOs) (Medical plan, Dental expense plan, Vision care plan, Flexible reimbursement plan, Savings plan and Pension plan)	1-877-4VzBens		www.verizon.com/benefits
COBRA Verizon Benefits Center (Medical plan, Dental expense plan, Vision care plan and Flexible reimbursement plan)	1-877-4VzBens		www.verizon.com/benefits
Other plans and programs			
Absence Management Center 500 Summit Lake Drive Valhalla, NY 10595	1-877-4VzBens		Go to Digital Workplace Click on About You Click on Work/Life Events Click on Time Off & Leave Policies
Absence Reporting Center (ARC)	1-877-4VzBens		
Adoption Assistance Program Harris Rothenberg International (HRI) 99 Wall Street 8 th Floor New York, NY 10005	1-800-845-0632		http://www.verizon.com/life
VZ-LIFE	1-800-845-0632		http://www.verizon.com/life
Founders' Stock Option Grant			
Fidelity Investments	1-888-457-9333		www.netbenefits.com
Tuition Assistance Plan	1-866-994-3470		http://www.tamsonline.org/vztap

Plan or program	Telephone number	TTY (if available)	Internet site address (if available)
CAEL			
Educational Loan Program ConSern® Education Program	1-800-767-5626		http://www.consern.com password SOSLOAN
Subrogation vendor			
Healthcare Recoveries Attention: Verizon Subrogation Unit P.O. Box 32200 Louisville, KY. 40232	1-800-395-5568		

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