



## **Railroad Health and Welfare Plans Directory of Benefits and toll-free phone numbers**

### **Highmark (BCBS)**

(<http://www.highmark.com>) (<http://www.bcbs.com>)

• Active UTU members and others covered under the **NRC/UTU Health and Welfare Plan (690100)** or the **National Health and Welfare Plan (GA-23000)** should send claims to: **Highmark Blue Cross Blue Shield, RR Dedicated Unit, P.O. Box 890381, Camp Hill, PA 17089-0381**. Individuals who need information about the **Comprehensive Health Care Benefit, Managed Medical Care Program** or **Basic Health Care Benefit** should call **1-866-267-3320**.

### **UnitedHealthcare**

(<http://www.myuhc.com>)

• Active UTU members and others covered under the **Comprehensive Health Care Benefit**, the **Managed Medical Care Program** or the **Basic Health Care Benefit** of the **NRC/UTU Health and Welfare Plan (690100)** should send claims to **UnitedHealthcare, P.O. Box 30985, Salt Lake City, UT 84130-0985**. For information, call **1-800-691-0013** or **1-888-445-4379**.

• Active UTU members and others covered under the **Comprehensive Health Care Benefit** or the **Managed Medical Care Program** of the **Railroad Employees' National Health and Welfare Plan (GA- 23000)**, and retired members and others covered under **UnitedHealthcare Group Policies GA-46000** or **GA-23111 Plan C** should send claims to: **UnitedHealthcare, P.O. Box 30985, Salt Lake City, UT 84130-0985**. For information, call **1-800-842-5252** or **1-800-842-9905**.

• To report suspicious billing and fraud under **UnitedHealthcare's Silent Witness Program: 1-800-414-2013**.

• For the **Medical Management Program** (mandatory prior approval for certain tests and procedures) as required under the Plan, call **1-800-842-4555**.

• For retired UTU members and others covered under **GA-23111 Plan F**, the Medicare Supplement, send claims to **UnitedHealthcare, P.O. Box 30304, Salt Lake City, UT 84130-0306**. For information, call **1-800-809-0453**.

### **United Behavioral Health**

(<http://www.liveandworkwell.com>)

• UTU members and others covered for medical benefits under **The Railroad Employees' National Health and Welfare Plan** needing to take advantage of **mental health** and **substance abuse benefits** administered by **United Behavioral Health** should call **1-866-850-6212**.

### **Ætna**

(<http://www.aetna.com>)

• Those individuals enrolled in the **Managed Medical Care Program** administered by **Ætna** under the **NRC/UTU Health and Welfare Plan** should send claims to **Ætna, P.O. Box 7064, Dover, DE 19903**. For information, call **1-888-332-8742**.

• Those individuals enrolled in the **Managed Medical Care Program** administered by **Ætna** under the **Railroad Employees' National Health and Welfare Plan** should send claims to **Ætna, P.O. Box 7064, Dover, DE 19903**. For information, call **1-800-842-4044**.

• Send claims for **dental benefits** under **Ætna Group Policy GP 12000** to **Ætna, P.O. Box 120, Grand Rapids, MI 49501-0120**. Call toll-free **1-877-277-3368**, or call **1-616-942-6400**.

## **ValueOptions**

(<http://www.valueoptions.com>)

- UTU members and others covered for medical benefits under the **NRC/UTU Health and Welfare Plan** needing to take advantage of **mental health** and **substance abuse** benefits administered by ValueOptions should call **1-800-934-7245 (RAIL)**.

## **Medco Prescription Drug Program**

(<http://www.medco.com>)

- Members covered under the **NRC/UTU Health and Welfare Plan**, the **Railroad Employees' National Health and Welfare Plan (GA-23000)** or **UnitedHealthcare Group Policies GA-46000** and **Plan D of GA-23111** are eligible for a prescription drug care plan and a mail-order maintenance-medication benefit. For information about the drug program under the **NRC/UTU Health and Welfare Plan, GA-23000** and **GA-46000**, call **1-800-842-0070**.

## **MetLife**

(<http://www.metlife.com>)

- Active and retired employees who need information about **life and accidental death and dismemberment insurance** benefits administered by **MetLife** as provided for in the **NRC/UTU Health and Welfare Plan** and the **Railroad Employees' National Health and Welfare Plan** should contact **MetLife, P.O. Box 6122, Utica, NY 13504**, or call **1-800-310-7770**.

## **Vision Service Plan**

(<http://www.vsp.com>)

- Members inquiring about the benefits of the **National Vision Plan** should call **1-888-877-4782**.

## **U.S. Railroad Retirement Board**

(<http://www.rrb.gov>)

- Active and retired employees are encouraged to contact an RRB representative to inquire about their benefits. Local and regional board offices can be located on the above website or by calling the **RRB Help Line** at **1-800-808-0772**.

## **Palmetto GBA Railroad Medicare**

(<http://www.palmettogba.com>)

- Retired employees and/or dependents entitled to **Railroad Medicare** who need information about their **Part B** benefits may contact Palmetto GBA by calling toll-free **1-800-833-4455**.

## **Miscellaneous**

- For former **Switchmens' Union of North America (SUNA)** members holding **permanent life insurance** under **Ætna Group Policy 47350: Ætna Life and Casualty, 620 Erie Blvd. West, P.O. Box 4951, Syracuse, NY 13221-4951**. Call **1-315-424-4614**.
- For Yardmaster insurance coverage under **Supplemental Sickness (G-9000)** call **Trustmark** at **1-800-877-9077**; for **Supplemental Life 29649-G (1898024)** call **Minnesota Life** at **1-800-328-9442, Ext. 55346**; and for **Retired Yardmaster Health Coverage Supplements** call **CARE** at **1-800-334-1330**.

## **\$2,000 Retiree Life Insurance Benefit**

If you retired from railroad service on or after April 1, 1967, you may be eligible for a \$2,000 Retiree Life Insurance benefit. Benefits are administered by **MetLife** for all retirees from railroads participating in the **NRC / UTU Health & Welfare Plan** and the **Railroad Employees National Health and Welfare Plan (GA-23000)**. To file a claim or to obtain a change-of-beneficiary card, call **MetLife** at **1-800-310-7770**. Retirees are urged to keep this notice with their other important documents and to keep the designated beneficiary up-to-date. When filing a claim, it will be very helpful to know the date the employee last worked, the name of the employing railroad, and the employee's Social Security number. These items will assist in the prompt processing of claims.