

February 1, 2008

# Contact Information MMC



**MARSH MERCER KROLL  
GUY CARPENTER OLIVER WYMAN**

## Contact Information

*For questions not answered in this handbook, or to follow up on a claim, learn more about a network, etc., please use the contact information below.*

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 For questions about...
 

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 Medical
 

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**Blue Cross Blue Shield Exclusive  
Provider Organization (EPO)**
**Claims Administrator**

Empire BlueCross BlueShield  
P.O. Box 5076  
Middletown, N.Y. 10940  
Phone: 866-219-8695  
Web site: <http://www.empireblue.com>

(Be sure to check your claim form or instructions for the address of the claims processing office.)

**Pharmacy Benefit Manager**

Medco Health Solutions  
P.O. Box 2187  
Lee's Summit, MO 64063-2187  
Phone: 800-987-8360  
Web site: <http://www.medco.com>

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**CA North and South – Kaiser  
Foundation Health Plan**
**Claims Administrator**

Kaiser Permanente  
393 East Walnut Street  
Pasadena, CA 91188  
Phone: 800-464 4000  
Website: <http://www.kaiserpermanente.org>

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**Consumer Directed Health Plan  
(CDHP)**
**Claims Administrator**

Aetna  
P.O. Box 843  
Blue Bell, PA 19422-0843  
Phone: 866-210-7858  
Website: <http://www.aetna.com/docfind/custom/mmc>

(Be sure to check your claim form or instructions for the address of the claims processing office.)

Fax: 952-594-6500

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**HMSA's Health Plan Hawaii Plus  
HMO**
**Claims Administrator**

HMSA  
P.O. Box 860  
Honolulu, HI 96808-0860  
Phone: 808-948-6372  
Website: <http://www.hmsa.com>

(Be sure to check your claim form or instructions for the address of the claims processing office.)

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**HMSA's Preferred Provider Plan**
**Claims Administrator**

HMSA  
P.O. Box 860  
Honolulu, HI 96808-0860  
Phone: 808-948 6111  
Website: <http://www.hmsa.com>

(Be sure to check your claim form or instructions for the address of the claims processing office.)

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For questions about...

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**Preferred Provider Organization (PPO)**

***Claims Administrator***

Aetna  
P.O. Box 843  
Blue Bell, PA 19422-0843  
Phone: 866-210-7858

(Be sure to check your claim form or instructions for the address of the claims processing office.)

***Pharmacy Benefit Manager***

Medco Health Solutions  
P.O. Box 2187  
Lee's Summit, MO 64063-2187  
Phone: 800-987-8360  
Web site: <http://www.medco.com>

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**United Health Care Exclusive Provider Organization (EPO)**

***Claims Administrator***

United Healthcare  
P.O. Box 740800  
Atlanta, GA 30374-0800  
Phone: (866) 540-5954  
Web site: [www.myuhc.com/groups/mmc](http://www.myuhc.com/groups/mmc)

(Be sure to check your claim form or instructions for the address of the claims processing office.)

***Pharmacy Benefit Manager***

Medco Health Solutions  
P.O. Box 2187  
Lee's Summit, MO 64063-2187  
Phone: 800-987-8360  
Web site: <http://www.medco.com>

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**Ceridian**

***COBRA Administrator***

Ceridian  
Phone: 800-877-7994

***Retiree Medical Billing Administrator***

Ceridian  
Phone: 800-877-7994

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 For questions about...
 

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 Retiree Medical
 

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**Comprehensive Medical Plan  
(CMP)**
**Claims Administrator**

United Healthcare  
 P.O. Box 740800  
 Atlanta, GA 30374-0800  
 Phone: 800-645-6555  
 Website: <http://www.myuhc.com/groups/mmc>  
 (Be sure to check your claim form or instructions for the address of the claims processing office.)

**Pharmacy Benefit Manager**

Medco Health Solutions  
 P.O. Box 2187  
 Lee's Summit, MO 64063-2187  
 Phone: 800-987-8360  
 Web site: <http://www.medco.com>

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 Dental
 

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**Dental Plan**
**Claims Administrator**

Metropolitan Life Insurance Company (MetLife)  
 One Madison Avenue  
 New York, NY 10010  
 Phone: 800-942-0854  
 Web site: [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits) (enter "MMC" in the form to enter your company name)

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 Vision
 

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**Vision Care Plan**
**VSP**

Phone: 800-877-7195  
 Email: [www.vsp.com](http://www.vsp.com)  
 Online chat: [www.vsp.com](http://www.vsp.com)

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**Vision Discount Program**
**VSP**

Phone: 800-877-7195  
 Email: [www.vsp.com](http://www.vsp.com)  
 Online chat: [www.vsp.com](http://www.vsp.com)

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 Spending Accounts
 

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**Dependent Care Flexible Savings  
Account**
**Claims Administrator**

Aetna FSA  
 P.O. Box 4000  
 Richmond, KY 40476-4000  
 Phone: 888- 238-6226  
 Fax: 888-238-3539

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**Health Care Flexible Savings  
Account**
**Claims Administrator**

Aetna FSA  
 P.O. Box 4000  
 Richmond, KY 40476-4000  
 Phone: 888-238-6226  
 Fax: 888-238-3539

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For questions about...

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**Health Savings Account (HSA)**

***Claims Administrator***

Aetna HSA  
P.O. Box 4000  
Richmond, KY 40476-4000  
Phone: 888-238-6226  
Fax: 888-238-3539

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**Limited Purpose Health Care  
Flexible Savings Account**

***Claims Administrator***

Aetna FSA  
P.O. Box 4000  
Richmond, KY 40476-4000  
Phone: 888-238-6226  
Fax: 888-238-3539

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Insurance

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**Basic Life Insurance Plan**

***Claims Administrator***

Metropolitan Life Insurance Company  
One Madison Avenue  
New York, NY 10010

(Be sure to check your claim form for the address of the claims processing office.)

***Contacts***

**For general information:**

MMC Employee Service Center  
Phone: (866) 374-2662 Monday through Friday, 8 a.m. to 8 p.m., Eastern time.

**For filing a claim:**

Metropolitan Life Insurance Company  
Claims Office  
One Madison Avenue  
New York, NY 10010-3690

**For appealing a claim:**

Metropolitan Life Insurance Company  
Claims Office  
One Madison Avenue  
New York, NY 10010-3690

**For converting your coverage:**

Metropolitan Life Insurance Company  
Phone: (877) ASK MET7

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For questions about...

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**Business Travel Accident  
Insurance Plan**

***Claims Administrator***

American International Life Assurance Company of New York  
(AIG)

70 Pine Street

New York, New York 10270

Phone: (212) 770-1135

(Be sure to check your claim form for the address of the  
claims processing office.)

***Contacts***

**For filing a claim:**

American International Life Assurance Company of New York  
(AIG)

70 Pine Street

New York, New York 10270

Phone: (212) 770-1135

**For appealing a claim**

American International Life Assurance Company of New York  
(AIG)

70 Pine Street

New York, New York 10270

Phone: (212) 770-1135

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**Dependent Children Life  
Insurance Plan**

***Claims Administrator***

Metropolitan Life Insurance Company

One Madison Avenue

New York, NY 10010-3690

***Contacts***

**For general information:**

MMC Employee Service Center

Phone: (866) 374-2662 Monday through Friday, 8 a.m. to 8  
p.m., Eastern time.

**For filing a claim:**

Metropolitan Life Insurance Company

Claims Office

One Madison Avenue

New York, NY 10010-3690

**For appealing a claim:**

Metropolitan Life Insurance Company

Claims Office

One Madison Avenue

New York, NY 10010-3690

**For converting your coverage:**

Metropolitan Life Insurance Company

Phone: (877) ASK MET7

E-mail: solutions@metlife.com

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For questions about...

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<b>Group Umbrella Liability Insurance Plan</b>	Marsh Voluntary Benefits, an MMC Company formerly known as Marsh @WorkSolutions. Phone: (800) 225 2265 Monday-Friday, 8 a.m. to 6 p.m. Eastern time.
<b>Long Term Care Insurance Plan</b>	<p><b>Claims Administrator</b> Metropolitan Life Insurance Company Long-Term Care Group P.O. Box 937 Westport, CT 06881-0937 Phone: (800) 438 6388 Website: <a href="http://www.metlife.com/mybenefits">http://www.metlife.com/mybenefits</a></p> <p><b>Contacts</b> <b>For filing a claim:</b> Metropolitan Life Insurance Company Long Term Care Group P.O. Box 937 Westport, CT 06881-0937</p> <p><b>For appealing a claim:</b> Metropolitan Life Insurance Company Long-Term Care Group P.O. Box 937 Westport, CT 06881-0937</p>
<b>Optional Life Insurance Plan</b>	<p><b>Claims Administrator</b> Metropolitan Life Insurance Company One Madison Avenue New York, NY 10010</p> <p><b>Contacts</b> <b>For general information:</b> MMC Employee Service Center Phone: (866) 374-2662 Monday through Friday, 8 a.m. to 8 p.m., Eastern time.</p> <p><b>For filing a claim:</b> Metropolitan Life Insurance Company Claims Office One Madison Avenue New York, NY 10010-3690</p> <p><b>For appealing a claim:</b> Metropolitan Life Insurance Company Claims Office One Madison Avenue New York, NY 10010-3690</p> <p><b>For converting your coverage:</b> Metropolitan Life Insurance Company Phone: (877) ASK-MET7</p> <p><b>For continuing your coverage through portability:</b></p>

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For questions about...

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**Personal Accident Insurance Plan**

**Claims Administrator**

American International Life Assurance Company of New York  
(AIG)  
70 Pine Street  
New York, New York 10270  
Phone: (212) 770-1135  
Website: <http://www.aig.com>  
(Be sure to check your claim form for the address of the  
claims processing office.)

**Contacts**

**For filing a claim:**

American International Life Assurance Company of New York  
(AIG)  
70 Pine Street  
New York, New York 10270  
Phone: (212) 770-1135

**For appealing a claim**

American International Life Assurance Company of New York  
(AIG)  
70 Pine Street  
New York, New York 10270  
Phone: (212) 770-1135

**For converting your coverage**

American International Life Assurance Company of New York  
(AIG)  
70 Pine Street  
New York, New York 10270  
Phone: (212) 770-1135

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**Personal Life Insurance Plan**

**Claims Administrator**

Metropolitan Life Insurance Company  
One Madison Avenue  
New York, NY 10010

**Contact:**

Marsh Voluntary Benefits, an MMC Company formerly known  
as Marsh @WorkSolutions.  
Phone: (800) 695-7451

**Contacts**

**For filing a claim:**

Metropolitan Life Insurance Company  
Claims Office  
One Madison Avenue  
New York, NY 10010-3690

**For appealing a claim:**

Metropolitan Life Insurance Company  
Claims Office  
One Madison Avenue  
New York, NY 10010-3690

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For questions about...

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**Spouse Life Insurance Plan****Claims Administrator**

Metropolitan Life Insurance Company  
 One Madison Avenue  
 New York, NY 10010

(This is the main business address of the Administrator. Be sure to check your claim form or instructions for the address of the claims processing office.)

**Contacts****For general information:**

MMC Employee Service Center  
 Phone: (866) 374-2662 Monday through Friday, 8 a.m. to 8 p.m., Eastern time.

**For filing a claim:**

Metropolitan Life Insurance Company  
 Claims Office  
 One Madison Avenue  
 New York, NY 10010-3690

**For appealing a claim:**

Metropolitan Life Insurance Company  
 Claims Office  
 One Madison Avenue  
 New York, NY 10010-3690

**For converting your coverage:**

Metropolitan Life  
 Phone: (877) ASK MET7  
 E-mail: solutions@metlife.com

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Disability

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**Basic Long Term Disability****Claims Administrator**

The Hartford Life Insurance Companies  
 P.O. Box 946710  
 Maitland, FL 32794-6710  
 Phone: 800-303-9744  
 Fax: 407-919-6329

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**Long Term Disability Bonus  
Income Plan****Claims Administrator**

The Hartford Life Insurance Companies  
 P.O. Box 946710  
 Maitland, FL 32794-6710  
 Phone: (800) 303-9744  
 Fax: (407) 919-6329

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For questions about...

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**Optional Long Term Disability**

***Claims Administrator***

The Hartford Life Insurance Companies  
 P.O. Box 946710  
 Maitland, FL 32794-6710  
 Phone: (800) 303-9744  
 Fax: (407) 919-6329

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**Short Term Disability**

***Claims Administrator***

The Hartford Life Insurance Companies  
**MMC Employee Service Center**  
 (Leave Management Team)  
 (866) 374-2662 Prompt #7

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Investment and Savings

**Stock Purchase Plan**

For more information after stock is purchased, contact the Plan's service provider, Smith Barney:  
 Smith Barney, Inc.  
 100 Citibank Drive  
 Building 3, 2<sup>nd</sup> Floor  
 San Antonio, TX 78245  
 Phone: (877) 281 3287 or (212) 615 7866  
 Website: <http://www.benefitaccess.com>

**Contacts**

**Outside the United States:**

North and South America: (212) 615 7866  
 Europe/Middle East: 34 93 316 5997  
 Australia, Asia/Pacific Region: 61 28 225 0679.

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**Benefit Equalization Plan**

Plan Administrator – Benefit Equalization Plan  
 c/o MMC Global Benefits Department, 6<sup>th</sup> Floor  
 Marsh & McLennan Companies, Inc.  
 Waterfront Corporate Center  
 121 River Street  
 Hoboken, NJ 07030-5794

**For appealing a claim:**

Plan Administrator – Benefit Equalization Plan  
 c/o MMC Global Benefits Department, 6<sup>th</sup> Floor  
 Marsh & McLennan Companies, Inc.  
 Waterfront Corporate Center  
 121 River Street  
 Hoboken, NJ 07030-5794

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For questions about...

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**MMC Retirement Plan****Contacts****For filing a claim:**

Plan Administrator – MMC Retirement Plan  
 c/o MMC Global Benefits Department, 6<sup>th</sup> Floor  
 Marsh & McLennan Companies, Inc.  
 Waterfront Corporate Center  
 121 River Street  
 Hoboken, NJ 07030-5794

**For appealing a claim:**

Plan Administrator – MMC Retirement Plan  
 c/o MMC Global Benefits Department, 6<sup>th</sup> Floor  
 Marsh & McLennan Companies, Inc.  
 Waterfront Corporate Center  
 121 River Street  
 Hoboken, NJ 07030-5794

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**Mercer HR Services Retirement Plan****Contacts****For filing a claim:**

Plan Administrator – Mercer HR Services Retirement Plan  
 c/o MMC Global Benefits Department, 6<sup>th</sup> Floor  
 Marsh & McLennan Companies, Inc.  
 Waterfront Corporate Center  
 121 River St.  
 Hoboken, NJ 07030-5794

**For appealing a claim**

Plan Administrator – Mercer HR Services Retirement Plan  
 c/o MMC Global Benefits Department, 6<sup>th</sup> Floor  
 Marsh & McLennan Companies, Inc.  
 Waterfront Corporate Center  
 121 River St.  
 Hoboken, NJ 07030-5794

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**401(k) Savings & Investment Plan****Contacts****For filing a claim:**

Plan Administrator – 401(k) Savings & Investment Plan  
 c/o MMC Global Benefits Department, 6<sup>th</sup> Floor  
 Marsh & McLennan Companies, Inc.  
 Waterfront Corporate Center  
 121 River Street  
 Hoboken, NJ 07030-5794

**For appealing a claim:**

Plan Administrator – 401(k) Savings & Investment Plan  
 c/o MMC Global Benefits Department, 6<sup>th</sup> Floor  
 Marsh & McLennan Companies, Inc.  
 Waterfront Corporate Center  
 121 River Street  
 Hoboken, NJ 07030-5794

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For questions about...

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**Supplemental Savings & Investment Supplemental Plan**

**Contacts**

For filing a claim:

Plan Administrator – Supplemental Savings & Investment Plan

c/o MMC Global Benefits Department, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794

**For appealing a claim:**

Plan Administrator – Supplemental Savings & Investment Plan

c/o MMC Global Benefits Department, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794

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**Supplemental Retirement Plan**

Plan Administrator – Supplemental Retirement Plan

c/o MMC Global Benefits Department, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794

**For appealing a claim:**

Plan Administrator – Supplemental Plan

c/o MMC Global Benefits Department, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794

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Employee Programs and Policies

**Choice Auto and Home Insurance Program**

To receive a quote, apply for coverage, or ask questions:

Contact Marsh Voluntary Benefits, an MMC Company formerly know as Marsh @WorkSolutions

Phone: (800) 225 2265 Monday through Friday, 8 a.m. to 6 p.m. Eastern time. If you live in Massachusetts, call (800) 999 6642.

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 For questions about...
 

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**Employee Assistance Program  
(EAP)**
**Claims Administrator**

CIGNA Behavioral Health  
3636 Nobel Drive Suite 150  
San Diego, CA 92122  
Phone: (800) 382-3432

**Contacts**
**For filing a claim:**

CIGNA Behavioral Health  
3636 Nobel Drive Suite 150  
San Diego, CA 92122

**For appealing a claim:**

CIGNA Behavioral Health  
3636 Nobel Drive Suite 150  
San Diego, CA 92122

**For COBRA coverage:**

Ceridian  
Phone: (800) 877-7994

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**Family Resource Program**

LifeCare  
Phone: (800) 873-4636

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**Identity Theft Plan**

ID TheftSmart™  
P.O. Box 14524  
Des Moines, IA 50306  
Phone: (800) 225-2265, prompt #2

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**Legal Assistance Plan**
**Claims Administrator**

Hyatt Legal Plans, Inc.  
1111 Superior Avenue  
Cleveland, OH 44114-2507  
Phone: (800) 821 6400  
Website: [www.legalplans.com](http://www.legalplans.com)

(This is the main business address for the Administrator. Be sure to check your claim form or instructions for the address of the claims processing office.)

**Contacts**
**For filing a claim:**

Hyatt Legal Plans, Inc.  
1111 Superior Avenue  
Cleveland, OH 44114-2507

**For appealing a claim:**

Hyatt Legal Plans, Inc.  
1111 Superior Avenue  
Cleveland, OH 44114-2507

**For converting your coverage:**

Hyatt Legal Plans, Inc.  
Phone: (800) 821-6400  
Website: [www.legalplans.com](http://www.legalplans.com)

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For questions about...	
<b>Matching Gifts to Education Program</b>	MMC Matching Gifts to Education Program Phone: (877) 427-4483 Fax: (609) 799-8019 E-mail: mmc@easymatch.com
<b>Pet Insurance Plan</b>	Veterinary Pet Insurance, Co. (VPI) Phone: (800) 225-2265, prompt #3 Website: <a href="http://www.petinsurance.com/affiliates/mmc_pr">http://www.petinsurance.com/affiliates/mmc_pr</a> .
<b>Scholarship Program</b>	MMC Marketing & Communications Phone: (212) 345-5646
<b>Transportation Reimbursement Incentive Program (TRIP)</b>	WageWorks Phone: (877) 924-3967, Monday through Friday, from 9 a.m. to 8 p.m. Eastern time Website: <a href="http://www.wageworks.com">http://www.wageworks.com</a>
<b>Tuition Assistance</b>	Contact your Human Resources representative or your manager.
<b>Wells Fargo ConSern Education Program®</b>	For more information, contact ConSern and identify yourself as a Marsh & McLennan Companies employee/retiree/family member. Phone: (800) SOS LOAN (767-5626), Monday–Friday from 8 a.m. to 10 p.m. and Saturday–Sunday from 8 a.m. to 5 p.m. Eastern time Website: <a href="http://www.consern.com">http://www.consern.com</a> (Password: SOSLOAN)