

Benefits Handbook Date September 1, 2019

# Contact Information

## Marsh & McLennan Companies



# 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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**Aetna**

***Claims Administrator***

Aetna  
 P.O. Box 981106  
 El Paso, TX 79998-1106  
 Phone: +1 866 210 7858  
 Website: [www.aetna.com](http://www.aetna.com)  
 Group #: 868802

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

***Pharmacy Benefits Manager***

Express Scripts  
 P.O. Box 2187  
 Lee's Summit, MO 64063-2187  
 Phone: +1 800 987 8360  
 Website: [www.express-scripts.com](http://www.express-scripts.com)  
 Group #: MMCRX05

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**Anthem BlueCross  
 BlueShield**

***Claims Administrator***

Anthem BlueCross BlueShield  
 P.O. Box 105187  
 Atlanta, GA 30348-5187  
 Phone: +1 855 570 1150  
 Website: [www.anthem.com](http://www.anthem.com)  
 Group #: 003330152

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

***Pharmacy Benefits Manager***

Express Scripts  
 P.O. Box 2187  
 Lee's Summit, MO 64063-2187  
 Phone: +1 800 987 8360  
 Webster: [www.express-scripts.com](http://www.express-scripts.com)  
 Group #: MMCRX05

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 For questions about...
 

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**Kaiser*****Claims Administrator*****Kaiser Permanente – Northern and Southern CA**

Kaiser Foundation Health Plan, Inc.  
 Special Services Unit  
 P.O. Box 23280  
 Oakland, CA 94623  
 Phone: +1 800 464 4000  
 Northern California Group #: 604494  
 Southern California Group #: 232189

**Kaiser Permanente - CO**

Kaiser Foundation Health Plan of Colorado  
 P.O. Box 378066  
 Denver, CO 80237-8066  
 Phone: +1 800 632 9700  
 Colorado Group #: 35660

**Kaiser Permanente - GA**

Kaiser Permanente  
 P.O. Box 370010  
 Denver, CO 80237-9998  
 Phone: +1 888 865 5813  
 Georgia Group #: 10165

**Kaiser Permanente – MAS (Virginia/Maryland/Washington D.C.)**

Kaiser Permanente  
 P.O. Box 371860  
 Denver, CO 80237-9998  
 Phone: +1 800 777 7902  
 Virginia/Maryland/Washington D.C. Group #: 23042

**Kaiser Permanente – NW (Oregon/Southwest and Central WA)**

Kaiser Foundation Health Plan of the Northwest  
 Kaiser Permanente Claims Administration  
 P.O. Box 370050  
 Denver, CO 80237-9998  
 Phone: +1 800 813 2000  
 Oregon/Washington Group #: 19847

**Website: [www.kp.org](http://www.kp.org)****Kaiser Permanente – Washington (WA area outside of Southwest and Central WA)**

Kaiser Foundation Health Plan of the Washington  
 Kaiser Permanente Claims Administration  
 P.O. Box 34585  
 Seattle, WA 98124-1585  
 Phone: +1 888 901 4636  
 Washington Group #: 25988

**Website: [www.kp.org/wa](http://www.kp.org/wa)**


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For questions about...

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

***Claims Administrator***

HMSA  
P.O. Box 860  
Honolulu, HI 96808-0860  
Phone: +1 808 948 6372  
Website: www.hmsa.com  
Group #: 96770-1 and 96770-3 (COBRA)  
(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: +1 808 948 6111  
Website: www.hmsa.com  
Group #: 96770-1 and 96770-3 (COBRA)  
(Be sure to check your claim form or instructions for the address of the claims processing office.)

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**UnitedHealthcare**

***Claims Administrator***

UnitedHealthcare  
P.O. Box 740800  
Atlanta, GA 30374-0800  
Phone: +1 866 540 5954  
Website: www.myuhc.com  
Group #: 098400  
(Be sure to check your claim form or instructions for the address of the claims processing office.)

***Pharmacy Benefits Manager***

Express Scripts  
P.O. Box 2187  
Lee's Summit, MO 64063-2187  
Phone: +1 800 987 8360  
Website: www.express-scripts.com  
Group #: MMCRX05

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 For questions about...
 

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**Trion*****COBRA Administrator***

For election forms and premium payments:

Trion Group, Inc.  
 P.O. Box 2672  
 Omaha, NE 68108-2672

For all other correspondence:

Trion Group, Inc.  
 2300 Renaissance Boulevard  
 King of Prussia, PA 19406

Phone: +1 866 324 4087, any business day, 8:30 a.m. to 5:30 p.m.,  
 Eastern time.

Website: <http://www.cobra-link.com/>

***Retiree Medical Billing Administrator***

Trion Group, Inc.  
 Phone: +1 866 324 4087, any business day, 8:30 a.m. to 5:30 p.m.,  
 Eastern time.

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## Dental

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

Metropolitan Life Insurance Company (MetLife)

One Madison Avenue  
 New York, NY 10010  
 Phone: +1 800 942 0854

Website: [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits) (enter "Marsh & McLennan  
 Companies" in the account sign in box to enter your company name)

Standard Group #: 0313066

Premier Group#: 0313065

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## Vision

**Vision Care Plan*****Claims Administrator***

VSP

Phone: +1 800 877 7195

Email: [www.vsp.com](http://www.vsp.com)

Online chat: [www.vsp.com](http://www.vsp.com)

Low Option Group #: 300521970008

High Option Group #: 300521970003

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## Spending Accounts

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

Trion Spending Account Service Center

FSA Claims Processing  
 2300 Renaissance Blvd.  
 King of Prussia, PA 19406

Phone: +1 866 324 4087

Fax: +1 888 788 1928

Website: <https://trion.lh1ondemand.com>

Group #: 36-2668272

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For questions about...

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**Health Care Flexible  
Savings Account**

***Claims Administrator***

Trion Spending Account Service Center  
FSA Claims Processing  
2300 Renaissance Blvd.  
King of Prussia, PA 19406  
Phone: +1 866 324 4087  
Fax: +1 888 788 1928  
Website: <https://trion.lh1ondemand.com>  
Group #: 36-2668272

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**Health Savings Account  
(HSA)**

***Claims Administrator***

Trion Spending Account Service Center  
2300 Renaissance Blvd.  
King of Prussia, PA 19406  
Phone: +1 866 324 4087  
Fax: +1 888 788 1928  
Website: <https://trion.lh1ondemand.com>  
Group #: 36-2668272

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**Limited Purpose Health  
Care Flexible Savings  
Account**

***Claims Administrator***

Trion Spending Account Service Center  
FSA Claims Processing  
2300 Renaissance Blvd.  
King of Prussia, PA 19406  
Phone: +1 866 324 4087  
Fax: +1 888 788 1928  
Website: <https://trion.lh1ondemand.com>  
Group #: 36-2668272

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For questions about...

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Insurance

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**Basic Life Insurance Plan**

***Claims Administrator***

Metropolitan Life Insurance Company  
200 Park Avenue  
New York, NY 10166  
Group #: 1098400

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

***Contacts***

**For general information:**

Employee Service Center  
Phone: +1 866 374 2662, any business day, 8 a.m. to 8 p.m., Eastern time.

**For filing a claim:**

Metropolitan Life Insurance Company  
Group Life Claims  
P.O. Box 3016  
Utica, NY 13504

**For appealing a claim:**

Metropolitan Life Insurance Company  
Group Life Claims  
P.O. Box 3016  
Utica, NY 13504

**For converting your coverage:**

Metropolitan Life Insurance Company  
Phone: +1 877 275 6387

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For questions about...

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**Business Travel Accident  
Insurance Plan**

***Claims Administrator***

National Union Fire Insurance Company of Pittsburgh, Pa (National Union), an AIG Company

P.O. Box 25987

Shawnee Mission, KS 66225

Phone: +1 800 551 0824

Policy Number: GTP 9129189-B

***Contacts***

**For filing a claim:**

National Union Fire Insurance Company of Pittsburgh, Pa (National Union), an AIG Company

AIG

A&H Claims Division

P.O. Box 25987

Shawnee Mission, KS 66225

Phone: +1 800 551 0824

Fax: +1 866 893 8574

Email: AandH.ClaimsSubmissions@AIG.com

**For appealing a claim**

National Union Fire Insurance Company of Pittsburgh, Pa (National Union), an AIG Company

AIG

A&H Claims Division

P.O. Box 25987

Shawnee Mission, KS 66225

Phone: +1 800 551 0824

Fax: +1 866 893 8574

Email: AandH.ClaimsSubmissions@AIG.com

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For questions about...

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**Group Variable Universal  
Life Insurance Plan  
(GVUL)**

***Claims Administrator***

Metropolitan Life Insurance Company  
13045 Tesson Ferry Road  
Mail Code A2-10  
St Louis, MO 63128  
Group #: 0105231

***Contacts***

**For general information:**

Mercer Voluntary Benefits (provided by Mercer Health & Benefits Administration)

Phone: +1 800 225 2265, any business day, 8 a.m. to 9 p.m. and Saturdays 8 a.m. to 2 p.m. Eastern time. [You will be transferred to a MetLife GVUL Customer Service Representative.]

Website: [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits)

Enter "Marsh & McLennan Companies, Inc – GVUL." in the Account Sign in box.

**For filing a claim:**

Metropolitan Life Insurance Company  
13045 Tesson Ferry Road  
Mail Code A2-10  
St Louis, MO 63128

**For appealing a claim:**

Metropolitan Life Insurance Company  
13045 Tesson Ferry Road  
Mail Code A2-10  
St Louis, MO 63128

**For converting your coverage:**

Mercer Voluntary Benefits (provided by Mercer Health & Benefits Administration)

Phone: +1 800 225 2265, any business day, 8 a.m. to 9 p.m. and Saturdays 8 a.m. to 2 p.m. Eastern time. [You will be transferred to a MetLife GVUL Customer Service Representative.]

Website: [www.metlife.com/metlife-advice](http://www.metlife.com/metlife-advice)

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**Personal Excess Liability  
Insurance Plan**

***Claims Administrator***

Chubb Insurance Company  
Group #: GPE-157342816

***Contacts***

**For general information:**

Mercer Voluntary Benefits (provided by Mercer Health & Benefits Administration)

Phone: +1 800 225 2265, any business day, 8 a.m. to 9 p.m. and Saturdays 8 a.m. to 2 p.m. Eastern time..

Website: [www.mmcvoluntarybenefits.com](http://www.mmcvoluntarybenefits.com)

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For questions about...

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**Long Term Care Insurance  
Plan**

***Claims Administrator***

Genworth Life Insurance Company  
Group Processing Center – Marsh & McLennan Companies  
P.O. Box 64010  
St. Paul, MN 55164-0010  
Telephone: +1 800 416 3624  
Policy Numbers: 11034 and 11035

***Contacts***

**For filing a claim:**

Genworth Life Insurance Company  
Group Processing Center – Marsh & McLennan Companies  
P.O. Box 64010  
St. Paul, MN 55164-0010

**For appealing a claim:**

Genworth Life Insurance Company  
Group Processing Center – Marsh & McLennan Companies  
P.O. Box 64010  
St. Paul, MN 55164-0010

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For questions about...

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**Voluntary AD&D Plan*****Claims Administrator***

National Union Fire Insurance Company of Pittsburg, Pa (National Union), an AIG Company

P.O. Box 25987

Shawnee Mission, KS 66225

Phone: +1 800 551 0824

Active Group #: PAI 9131403

Retired Group #: PAI 8062289

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

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

National Union Fire Insurance Company of Pittsburg, Pa (National Union), an AIG Company

AIG

A&H Claims Division

P.O. Box 25987

Shawnee Mission, KS 66225

Phone: +1 800 551 0824

**For appealing a claim:**

National Union Fire Insurance Company of Pittsburg, Pa (National Union), an AIG Company

AIG

A&H Claims Division

P.O. Box 25987

Shawnee Mission, KS 66225

Phone: +1 800 551 0824

**For converting your coverage:**

AIG – American Home Assurance Company

c/o Reuben Warner Associates

1655 Richmond Avenue

Staten Island, New York 10312

Phone: +1 800 421 3005

Fax: +1 718 477 7366

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 For questions about...
 

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 Disability
 

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

The Hartford Life and Accident Insurance Company  
 P.O. Box 14306  
 Lexington, KY 40512-4306  
 Phone: +1 866 432 6727  
 Fax: +1 866 411 5613  
 Policy #: GLT-342134

**For filing an appeal:**

The Hartford Life and Accident Insurance Company  
 Appeals Unit  
 P.O. Box 14087  
 Lexington, KY 40512-4087  
 Fax: +1 855 339 7249

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

The Hartford Life and Accident Insurance Company  
 P.O. Box 14306  
 Lexington, KY 40512-4306  
 Phone: +1 866 432 6727  
 Fax: +1 866 411 5613  
 Policy #: GLT-204034

**For filing an appeal:**

The Hartford Life and Accident Insurance Company  
 Appeals Unit  
 P.O. Box 14087  
 Lexington, KY 40512-4087  
 Fax: +1 855 339 7249

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**Optional Long Term  
 Disability**
***Claims Administrator***

The Hartford Life and Accident Insurance Company  
 P.O. Box 14306  
 Lexington, KY 40512-4306  
 Phone: +1 866 432 6727  
 Fax: +1 866 411 5613  
 Policy #: GLT-342135

**For filing an appeal:**

The Hartford Life and Accident Insurance Company  
 Appeals Unit  
 P.O. Box 14087  
 Lexington, KY 40512-4087  
 Fax: +1 855 339 7249

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For questions about...

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**Short Term Disability*****Claims Administrator***

The Hartford Life and Accident Insurance Company

***Employee Service Center***

(Leave Management Team)

+1 866 374 2662

**Individual Disability Insurance*****Claims Administrator***

Unum Group

The Benefits Center

P.O. Box 100262

Columbia, SC 29202-3262

Phone: +1 888 226 7959 (Monday – Friday, 8:00 am to 8:00 pm ET)

Fax: +1 866 562 4794

Email: [benefitsintake@unum.com](mailto:benefitsintake@unum.com)[www.unum.com/claims](http://www.unum.com/claims)**For filing an appeal:**

Unum Group

The Appeals Unit

PO Box 15112

Worcester, MA 01615-0112

Fax: 1 866 562 4794

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Investment and Savings

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**Employee Stock Purchase Plan**

For more information after stock is purchased, contact the Plan's service provider, Fidelity Investments:

Attn: Employee Stock Plan Services

100 Howe Drive

Mailzone HSGD

Covington, KY 41015

Website: [www.netbenefits.com](http://www.netbenefits.com)***Contacts***

Stock Plan Services: +1 800 544 9354

TDD/Hearing Impaired: +1 800 610 4015

**Outside the United States:**Stock Plans Services International: [Fidelity.com/globalcall](http://Fidelity.com/globalcall)

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For questions about...

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<b>Benefit Equalization Plan</b>	<p>Plan Administrator – Benefit Equalization Plan c/o Global Benefits Department, 3<sup>rd</sup> Floor Marsh &amp; McLennan Companies, Inc. Waterfront Corporate Center 121 River Street Hoboken, NJ 07030-5794</p> <p><b>For appealing a claim:</b> Plan Administrator – Benefit Equalization Plan c/o Global Benefits Department, 3<sup>rd</sup> Floor Marsh &amp; McLennan Companies, Inc. Waterfront Corporate Center 121 River Street Hoboken, NJ 07030-5794</p>
<b>Marsh &amp; McLennan Companies Retirement Plan</b>	<p><b>Contacts</b></p> <p><b>For filing a claim:</b> Plan Administrator – Marsh &amp; McLennan Companies Retirement Plan c/o Global Benefits Department, 3<sup>rd</sup> Floor Marsh &amp; McLennan Companies, Inc. Waterfront Corporate Center 121 River Street Hoboken, NJ 07030-5794</p> <p><b>For appealing a claim:</b> Plan Administrator – Marsh &amp; McLennan Companies Retirement Plan c/o Global Benefits Department, 3<sup>rd</sup> Floor Marsh &amp; McLennan Companies, Inc. Waterfront Corporate Center 121 River Street Hoboken, NJ 07030-5794</p>
<b>Marsh &amp; McLennan Companies 401(k) Savings &amp; Investment Plan</b>	<p><b>Contacts</b></p> <p><b>For filing a claim:</b> Plan Administrator – Marsh &amp; McLennan Companies 401(k) Savings &amp; Investment Plan c/o Global Benefits Department, 3<sup>rd</sup> Floor Marsh &amp; McLennan Companies, Inc. Waterfront Corporate Center 121 River Street Hoboken, NJ 07030-5794</p> <p><b>For appealing a claim:</b> Plan Administrator – Marsh &amp; McLennan Companies 401(k) Savings &amp; Investment Plan c/o Global Benefits Department, 3<sup>rd</sup> Floor Marsh &amp; McLennan Companies, Inc. Waterfront Corporate Center 121 River Street Hoboken, NJ 07030-5794</p>

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For questions about...

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**MMA 401(k) Savings & Investment Plan**

**Contacts**

**For filing a claim:**

Plan Administrator – MMA 401(k) Savings & Investment Plan  
c/o Global Benefits Department, 3<sup>rd</sup> Floor

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794

**For appealing a claim:**

Plan Administrator – MMA 401(k) Savings & Investment Plan  
c/o Global Benefits Department, 3<sup>rd</sup> Floor

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794

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**Supplemental Savings & Investment Plan**

**Contacts**

**For filing a claim:**

Plan Administrator – Supplemental Savings & Investment Plan  
c/o Global Benefits Department, 3<sup>rd</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 Global Benefits Department, 3<sup>rd</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 Global Benefits Department, 3<sup>rd</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 Global Benefits Department, 3<sup>rd</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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Employee Programs  
and Policies

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***Voluntary Offerings***

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**Accident Insurance**

***Claims Administrator***

Metropolitan Life Insurance Company  
P.O. Box 80826  
Lincoln, NE 68501-0826  
Phone: +1 800 GET MET8 (+1 800 438 6388)  
Website: <https://www.metlife.com/mmc/index.html>

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**Choice Auto and Home  
Insurance Program**

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

***Contact***

Mercer Voluntary Benefits (provided by Mercer Health & Benefits Administration)  
Phone: +1 800 225 2265, any business day, 8 a.m. to 9 p.m. and Saturdays 8 a.m. to 2 p.m. Eastern time.  
Website: [www.mmcvoluntarybenefits.com](http://www.mmcvoluntarybenefits.com)

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**Critical Illness**

***Claims Administrator***

Metropolitan Life Insurance Company  
P.O. Box 80826  
Lincoln, NE 68501-0826  
Phone: +1 800 GET MET8 (+1 800 438 6388)  
Website: <https://www.metlife.com/mmc/index.html>

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**Hospital Indemnity**

***Claims Administrator***

Metropolitan Life Insurance Company  
P.O. Box 80826  
Lincoln, NE 68501-0826  
Phone: +1 800 GET MET8 (+1 800 438 6388)  
Website: <https://www.metlife.com/mmc/index.html>

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**Identity Protection Benefit  
Program**

InfoArmor  
7001 N. Scottsdale Road  
Suite 2020  
Scottsdale, AZ 85253

***Contact***

Mercer Voluntary Benefits (provided by Mercer Health & Benefits Administration)  
Phone: +1 800 225 2265, any business day, 8 a.m. to 9 p.m. and Saturdays 8 a.m. to 2 p.m. Eastern time.  
Website: [www.mmcvoluntarybenefits.com](http://www.mmcvoluntarybenefits.com)

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For questions about...

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

Hyatt Legal Plans, Inc.  
1111 Superior Avenue  
Cleveland, OH 44114-2507  
Phone: +1 800 821 6400  
Website: [www.mmcvoluntarybenefits.com](http://www.mmcvoluntarybenefits.com)  
Group #: 130

(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: +1 800 821 6400  
Website: [www.mmcvoluntarybenefits.com](http://www.mmcvoluntarybenefits.com)

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For questions about...

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**Personal Life Insurance Plan**

***Claims Administrator***

Unum  
 1 Fountain Square  
 Chattanooga, TN 37402  
 Phone: +1 800 635 5597  
 Group #: 0008604789

***Contact***

Mercer Voluntary Benefits (provided by Mercer Health & Benefits Administration)

Phone: +1 800 225 2265, any business day, 8 a.m. to 9 p.m. and Saturdays 8 a.m. to 2 p.m. Eastern time.

***Contacts***

**For filing a claim:**

Unum  
 The Benefits Center  
 P.O. Box 100158  
 Columbia, SC 29202-3158  
 Phone: +1 800 635 5597  
 Fax: +1 800 447 2498

**For appealing a claim:**

Unum  
 The Benefits Center  
 Appeals Unit – 1 North  
 P.O. Box 180136  
 Chattanooga, TN 37401-3030  
 Fax: +1 423 755 8383

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**Pet Insurance Plan**

***Claims Administrator***

Nationwide  
 Website: [www.petinsurance.com/affiliates/mmc\\_pr](http://www.petinsurance.com/affiliates/mmc_pr).

***Contacts***

**For general information:**

Mercer Voluntary Benefits (provided by Mercer Health & Benefits Administration)

Phone: +1 800 225 2265, any business day, 8 a.m. to 9 p.m. and Saturdays 8 a.m. to 2 p.m. Eastern time.

Website: [www.mmcvoluntarybenefits.com](http://www.mmcvoluntarybenefits.com)

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**PlanSmart® Financial Wellness Program**

Metropolitan Life Insurance Company (MetLife)  
 Phone: +1 855 203 6842, any business day, from 9:00 a.m. to 8:00 p.m. Eastern time.  
 Website: [www.myplansmart.com](http://www.myplansmart.com)  
 Next to Get Started enter “**MMC**” and click **Go**.  
 MetLife administers the PlanSmart® Financial Wellness program, but has arranged for EY (Ernst & Young LLP) to provide guidance and coaching online and by phone.

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For questions about...

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***Additional Programs***

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**Ayco's SurvivorSupport®  
Financial Counseling  
Service**

The Ayco Company, L.P., A Goldman Sachs Company  
One Wall Street  
Albany, NY 12205  
Phone: +1 800 235 3417. Normal business hours are Monday through Friday, 8:00 a.m. – 5:00 p.m. Eastern time, with evening appointments available.

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**Best Doctors Program**

***Claims Administrator***

Best Doctors  
1 Boston Place, 32<sup>nd</sup> Floor  
Boston, MA 02108  
Phone: +1 866 904 0910  
Website: <http://bestdoctors.com/healthymemmc>

***Contacts***

**For filing a claim:**

Best Doctors  
1 Boston Place, 32<sup>nd</sup> Floor  
Boston, MA 02108

**For appealing a claim:**

Best Doctors  
1 Boston Place, 32<sup>nd</sup> Floor  
Boston, MA 02108

**For COBRA coverage:**

Trion  
Phone: +1 866 324 4087

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**Bright Horizons Back-Up  
Care**

Bright Horizons Back-Up Care  
Phone: +1 877 242 2737 – 24 hours a day, 7 days a week  
Website: Go to ***www.backup.brighthorizons.com***.  
First time user: Username is MMCo and password is 4Backup. Upon registration, create a Username and Password.

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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: +1 800 382 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:**

Trion  
Phone: +1 866 324 4087  
Website: [www.mycigna.com](http://www.mycigna.com)

The Employer ID is **mmc**. The Employer ID is needed only for initial registration. Upon registration, create a User ID and Password.

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**Family Resource Program**

LifeCare  
Phone: +1 877 399 8235  
Website: <http://member.lifecare.com>  
First time user: registration code is MMC and member ID is Employee ID.

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**Health Advocate Program**

***Claims Administrator***

Health Advocate  
3043 Walton Road, Suite 150  
Plymouth Meeting, PA 19426  
Phone: +1 866 799 2488  
Website: [www.healthadvocate.com/healthymemmc](http://www.healthadvocate.com/healthymemmc)

***Contacts***

**For filing a claim:**

Health Advocate  
3043 Walton Road, Suite 150  
Plymouth Meeting, PA 19426

**For appealing a claim:**

Health Advocate  
3043 Walton Road, Suite 150  
Plymouth Meeting, PA 19426

**For COBRA coverage:**

Trion  
Phone: +1 866 324 4087

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 For questions about...
 

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**Healthyroads Program****Claims Administrator**

Healthyroads  
 P.O. Box 509040  
 San Diego, CA 92150-9040  
 Phone: +1 844 641 2746  
 Email: service@healthyroads.com  
 Website: www.Healthyroads.com

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

Healthyroads  
 Attn: Customer Service Department  
 P.O. Box 509040  
 San Diego, CA 92150-9040  
 Phone: +1 844 641 2746  
 Email: service@healthyroads.com

**For appealing a claim:**

Healthyroads  
 Attn: Appeals and Grievance Department  
 P.O. Box 509040  
 San Diego, CA 92150-9040  
 Phone: +1 844 641 2746  
 Email: service@healthyroads.com

**For COBRA coverage:**

Trion  
 Phone: +1 866 324 4087

**Matching Gifts to Education Program**

Marsh & McLennan Companies Matching Gifts to Education Program  
 Phone: +1 877 427 4483  
 Fax: +1 609 799 8019  
 Email: mmc@easymatch.com

**MSK Direct Program**

*MSK Direct*  
 Hours: Any business day, from 8:30 a.m. to 5:30 p.m. Eastern time  
 Phone: +1 844 MMC 2MSK (+1 844 662 2675)

**Transportation Reimbursement Incentive Program (TRIP)**

WageWorks  
 Phone: +1 877 924 3967, 24/7 (with the exception of Federal Holidays)  
 Website: www.wageworks.com  
 Group #: 1732

**Educational Programs****Scholarship Program**

National Merit Scholarship Corporation  
 Phone: +1 847 866 5100

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