

Contact Information

For all your benefit questions, call ...

ORNL Benefits Service Center
PO Box 32290
Louisville, KY 40232

<https://portal.adp.com>
1-800-211-3622
TTY Service: 1-800-855-2880
(<http://relayservices.att.com>)
Fax: 1-866-265-8283
E-mail: ORNL.BenefitsSupport@ADP.com

ORNL Benefits
PO Box 2008, MS 6465
Oak Ridge, TN 37830-6465

1-865-574-7474
Toll Free: 1-865-576-7766
Fax: 1-865-241-3213
E-mail: ornlbenefits@ornl.gov

Benefit	Plan Provider	Contact Information
Medical— UnitedHealthcare Plans	UnitedHealthcare	Member Services 1-844-234-7925
		To file a claim, mail your completed claim form to the address shown on your UnitedHealthcare ID card.
		Website www.myuhc.com
Hospital Precertification (for the UnitedHealthcare Indemnity Plan)	UnitedHealthcare	Member Services 1-844-234-7925
Prescription Drugs	Express Scripts	Member Services 1-866-749-0097
		To mail order forms for new prescriptions: Express Scripts PO Box 650322 Dallas, TX 75265-0322
		To order or manage your prescriptions online: www.express-scripts.com
		For the automated refill system: 1-800-473-3455
		For instructions on how to fax your prescription, have your doctor call: 1-888-327-9791

For all your benefit questions, call ... (cont.)

Vision	Vision Service Plan	Member Services 1-800-877-7195
		To file a claim, mail your claim to: Vision Service Plan Attn: Out of Network Provider Claims PO Box 997105 Sacramento, CA 95899-7105
		Website www.vsp.com
Dental	MetLife	Member Services 1-800-942-0854
		To file a claim, mail your claim to: MetLife Dental Claims PO Box 981282 El Paso, TX 79998-1282
		Website www.metlife.com
Dental	Delta Dental	Member Services 1-800-524-0149
		To file a claim, mail your claim to: Delta Dental PO Box 9085 Farmington Hills, MI 48333-9085
		Website www.deltadentaloh.com
Employee Assistance Program	Magellan	Member Services 1-800-888-2273 TTY Service 1-800-456-4006
		Website www.MagellanHealth.com
Disease Management Program Clinical support for specific chronic conditions: asthma, chronic obstructive pulmonary disease, coronary artery disease, diabetes, heart failure	UnitedHealthcare	Disease Management Program 1-844-234-7925

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Flexible Spending Accounts	ADP FSA Participant Solution Center	Member Services 1-888-557-3156
		To file a claim for reimbursement, mail your claim to: ADP Spending Accounts PO Box 34700 Louisville, KY 40232
		Fax Number 1-866-643-2219
		Website https://myspendingaccount.adp.com/
		To order a comprehensive list of deductible expenses, contact: Internal Revenue Service 1-800-829-3676 or www.irs.gov
Long-Term and Short-Term Disability	Aetna	Member Services 1-800-882-2894
		Mailing Address Aetna PO Box 14560 Lexington, KY 40512-4560
		Fax Number 1-866-667-1987
Long-Term Care Current participants only	MetLife	Member Services 1-800-438-6388
		Mailing Address Metropolitan Life Insurance Company PO Box 937 Westport, CT 06881-0937
Life Insurance	MetLife	Statement of Health Unit 1-800-638-6420, prompt 1
		For Life Insurance Conversion Information 1-877-275-6387
Legal Insurance w/ Identity Theft Protection	ARAG	Member Services 1-800-247-4184
		Website www.ARAGLegalCenter.Com Access Code 18095or

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Savings Plan	ORNL Savings, Retirement, and Investment Committee	Mailing Address UT-Battelle c/o Plan Administrator's Office PO Box 2008, MS 6434 Oak Ridge, TN 37831
	Charles Schwab Savings Information Line	Member Services United States: 1-800-724-7526 International: 1-330-908-4777 TTY Service: 1-800-345-2550
		Website www.workplace.schwab.com
The Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA)	ADP	Member Services 1-800-211-3622
		Mailing Address ADP Benefit Services P.O. Box 2968 Alpharetta, GA 30023-2968
Direct Billing <i>Direct billing for medical, dental, and life insurance coverage for Retirees under age 65, Displaced Defense Workers, and employees on Long-Term Disability</i>	PayFlex	Member Services 1-855-899-5049
		Billing Address PayFlex Benefit Billing Department P.O. Box 2239 Omaha, NE 68103-2239
Social Security Administration		Toll-Free Number 1-800-772-1213
		Oak Ridge Office 1-800-999-1118