

ETTP POST-AGE 65 RETIREES/SPOUSES – CONTACT LIST

ETTP Healthcare Exchange Program

UnitedHealthcare

1-866-868-0605

8 a.m. – 8 p.m. local time, 7 days a week

Website: www.myuhcplans.com/ettp

For options available in your area for Medicare Advantage Plans, Supplement Insurance Plans, Prescription Drug Plans, and Special Need Plans. May change plans during the Annual Open Enrollment Period and possibly during the year (if AARP member & if approved)

UnitedHealthcare Claim Division (on back of medical card)

General Information: 1-800-545-1797

Claim Information: 1-800-523-5880

7 a.m. – 11 p.m. Mon-Fri, 9 am – 5 p.m. Sat (EST)

Website: www.myAARPMedicare.com

Optum

1-877-298-2305

8 a.m. to 8 p.m. Mon-Fri (EST)

Website: www.UHCRetireeAccounts.com

For information on the Retiree Reimbursement Arrangement (stipend) and setting up automatic reimbursement deposits. User-friendly website to print forms, check RRA account balance, etc.

ETTP Life Insurance

Mercer Single Source 1

1-888-890-5631

9 a.m. – 9 p.m. Mon-Fri (EST)

Website: www.hrbenefitsadvantage.com

For questions on the Basic Reduced Paid-Up Life Insurance Plan, beneficiary changes, to report a death (NOTE: Carrier changed from MetLife to Securian in January 2018)

Securian

1-888-658-0913

Website: www.lifebenefits.com

The life insurance carrier that replaced MetLife in 2018

ETTP Pension Plan for Grandfathered Employees

Mercer Retirement Center (Pension Plan Helpline)

1-866-633-1767

9 a.m. – 6 p.m. Mon-Fri (EST)

Website: No Website

For information on the ETTP Pension Plan, payments, tax withholding elections, change of address, to report a death

ETTP Pension Plan for Grandfathered Employees (cont.)

SunTrust Bank

1-866-855-6738

8:30 a.m. – 5:00 p.m. Mon-Fri EST

Website: www.suntrust.com/benepayforparticipants

Mails pension statements/checks each month to retirees, Form 1099-R each January

PRE-AGE 65 RETIREES/SPOUSES

Discovery Benefits, Inc.

1-866-451-3399

6 a.m. – 9 p.m. Mon-Fri (CST)

Website: www.discoverybenefits.com

A third party administrator for retiree benefit premium information and monthly payment options now that deductions are no longer taken from pension funds. Please note that this is primarily for Pre-Age 65 retirees and/or spouses who are enrolled in Aetna medical, Cigna dental, VSP vision, Life/Special Accident insurance, etc.

Mercer Single Source 1

1-888-890-5631

9 a.m. – 9 p.m. Mon-Fri (EST)

Website: www.hrbenefitsadvantage.com

For assistance in resolving benefit issues or questions about Pre-Age 65 ETTP benefits (health & welfare) eligibility

UCOR

UCOR Benefits Office:

Website for Benefit Updates: www.ucor.com/benefitsrmp.html

Website for Retiree Healthcare Exchange Information: <http://www.ucor.com/RetireeHCInfo.html>

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