

ORRCC Healthcare Exchange Program for Post-Age 65 Retirees/Spouses

UnitedHealthcare

1-866-868-0605

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

Website: <https://www.myuhcplans.com/orrcc>

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 (E.T.)

Website: www.myAARPMedicare.com

Optum

1-877-298-2305

8 a.m. to 8 p.m. Mon-Fri (E.T.)

Website: <https://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.

UCOR Life Insurance for Post-Age 65 Grandfathered Retirees

Empyrean

1-800-451-8964

8 a.m. – 5 p.m. Mon-Fri (E.T.)

Website: www.MyGroupBenefits-UCOR-ORRCC.com

For questions on the Basic Reduced Paid-Up Life Insurance Plan, beneficiary changes, to report a death.

Securian

1-888-658-0193

Website: www.lifebenefits.com

ORRCC Pension Plan for Grandfathered Employees

Mercer Retirement Center (Pension Plan Helpline)

1-866-633-1767

9 a.m. – 6 p.m. Mon-Fri (E.T.)

Website: N/A

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



Truist (formerly SunTrust) Bank

1-866-855-6738

8:30 a.m. – 5:00 p.m. Mon-Fri E.T.

Website: <https://payee-truist.omniasp.com>

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

WEX Inc. (Formerly Discovery Benefits, Inc.) (mainly for **Pre-age 65** Retirees/Spouses)

1-866-451-3399

6 a.m. – 9 p.m. Mon-Fri (CST)

Website: www.wexinc.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.

UCOR Benefits Office:

E-mail for assistance in resolving benefit issues: Benefits@orcc.doe.gov

Website for Benefit Updates: <https://ucor.com/benefits-center/>

Website for Retiree Healthcare Exchange Information: <https://ucor.com/benefits-center/retiree-healthcare-exchange-information>

Empyrean

1-800-451-8964

8 a.m. – 5 p.m. Mon-Fri (E.T.)

Website: www.MyGroupBenefits-UCOR-ORRCC.com

For questions about ORRCC benefits (health & welfare) eligibility.