

**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>

- Medicare Advantage Plans
- Supplement Insurance Plans
- Prescription Drug Plans
- Special Need Plans

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.uhretireeaccounts.com>

- Retiree Reimbursement Arrangement (RRA stipend)
- 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

- Basic Reduced Paid-Up Life Insurance Plan
- To make beneficiary changes
- To report a death

Securian

1-877-491-5265

Website: www.lifebenefits.com

- To report a death

ORRCC Pension Plan for All 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

- ORRCC Pension Plan
- Payments
- Tax withholding elections
- Change of address
- To report a death

Truist Bank

1-866-855-6738

8:30 a.m. – 5 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
- Direct Deposit (ACH) updates

WEX Inc.

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, such as home bill or auto draft
- 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.

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.

UCOR Benefits Office:

- Website for Benefit Updates: <https://ucor.com/benefits-center/>
- Website for Retiree Healthcare Exchange Information: <https://ucor.com/benefits-center/retiree-healthcare-exchange-information>
- Assistance with Retiree Benefits/Pension: stephanie.strickland@orcc.doe.gov 865-241-0573