

# **Important Benefits Contacts**

# Important Benefits Contacts

This insert lists important benefits telephone numbers and Internet site addresses. For general information or to contact a plan administrator, call the Verizon Benefits Center, as described below.

General information about your benefits		
<b>Your Benefits Resources™</b>		<a href="http://www.verizon.com/benefits">www.verizon.com/benefits</a>
<b>Verizon Benefits Center</b>	Verizon Benefits Center P.O. Box 1457 100 Half Day Road Lincolnshire, IL 60069-1457	1-877-4VzBens <ul style="list-style-type: none"> <li>• Enter the last four digits of your social security number and your date of birth. (You <b>may</b> also be prompted to enter your home ZIP code.)</li> <li>• Then choose from one of the following menu options:               <ul style="list-style-type: none"> <li>— Retirement and Pension</li> <li>— Savings Plan</li> <li>— Health Care</li> <li>— Life and Disability</li> <li>— Voluntary Separation</li> </ul> </li> </ul>

Plan or program	Telephone number	TTY (if available)	Internet site address (if available)
<b>Medical plan</b>			
<b>Managed care network (MCN) and MEP PPO</b>			
<b>Aetna, Inc.</b> Claims and appeals administrator and member services	1-800-247-5482	1-800-325-5976	www.aetna.com
<b>Prescription drug program Medco</b> Claims and appeals administrator and member services  <b>For pharmacists only:</b> To receive coverage review for drugs listed in the SPD under "Medications That Require a Coverage Review"  To initiate a review for the drugs listed as requiring a lesser review in the SPD under "Medications That Require a Coverage Review"	1-877-877-1878   1-800-626-6270   1-888-248-4670	1-800-759-1089	www.medco.com
<b>Other medical plan contacts</b>			
<b>LASIK discount information</b> <b>Davis Vision, Inc.</b> Claims administrator	1-877-999-7006	1-800-523-2847	www.davisvision.com
<b>HMO supplemental mental health and substance abuse treatment benefits</b> <b>MHN</b> Claims administrator	1-800-777-7991		

<b>Plan or program</b>	<b>Telephone number</b>	<b>TTY (if available)</b>	<b>Internet site address (if available)</b>
<b>Dental expense plan</b>			
<b>PDP or out-of-area option (CWA only)</b>			
<b>Metropolitan Life Insurance Company</b> Benefits administrator, member services and claims and appeals administrator	1-800-988-8331		<a href="http://www.metlife.com/dental">www.metlife.com/dental</a>
<b>Standard option (IBEW only)</b>			
<b>Aetna, Inc.</b> Benefits administrator, member services and claims and appeals administrator	1-800-843-3661		<a href="http://www.aetna.com">www.aetna.com</a>
<b>DMO option</b>			
<b>Aetna, Inc.</b> Benefits administrator, member services and claims and appeals administrator	1-800-843-3661		<a href="http://www.aetna.com">www.aetna.com</a>
<b>Vision care plan</b>			
<b>For CWA-represented associates</b>			
<b>Davis Vision, Inc.</b> Member services, benefits administrator and claims and appeals administrator	1-877-999-7006	1-800-523-2847	<a href="http://www.davisvision.com">www.davisvision.com</a>
<b>For IBEW-represented associates</b>			
<b>Vision service plan (VSP)</b> Member services, benefits administrator and claims and appeals administrator	1-800-877-7195	1-800-428-4833	<a href="http://www.vsp.com">www.vsp.com</a>

Plan or program	Telephone number	TTY (if available)	Internet site address (if available)
<b>Flexible reimbursement plan</b>			
<b>Your Spending Account</b> P.O. Box 785094 Orlando, FL 32878-5094	1-877-4VzBens  1-866-209-5276 (fax)		<a href="http://www.verizon.com/benefits">www.verizon.com/benefits</a>
<b>Other flexible reimbursement plan contacts</b>			
<b>Internal Revenue Service</b> <b>Forms and publications</b>			<a href="http://www.irs.gov">www.irs.gov</a>
<b>Survivor benefits</b>			
<b>Basic life and Basic AD&amp;D</b> <b>Verizon Benefits Center</b> Benefits administrator and claims and appeals administrator	1-877-4VzBens		<a href="http://www.verizon.com/benefits">www.verizon.com/benefits</a>
<b>AD&amp;D, supplemental life, supplemental AD&amp;D and dependent life</b> <b>Verizon Benefits Center</b> Benefits administrator and claims and appeals administrator	1-877-4VzBens		<a href="http://www.verizon.com/benefits">www.verizon.com/benefits</a>
<b>Disability plans</b>			
<b>Sickness and accident disability benefit plan</b>			
<b>Metropolitan Life Insurance Company (MetLife)</b> Claims and appeals administrator and benefits administrator	1-800-638-4228		<a href="http://www.mybenefits.com">www.mybenefits.com</a>
<b>Long-term disability plan</b>			
<b>Metropolitan Life Insurance Company (MetLife)</b> Claims and appeals administrator and	1-800-638-4228		<a href="http://www.mybenefits.com">www.mybenefits.com</a>

<b>Plan or program</b>	<b>Telephone number</b>	<b>TTY (if available)</b>	<b>Internet site address (if available)</b>
benefits administrator			
<b>Long-term care insurance</b>			
<b>Mutual of Omaha</b> Benefits administrator, customer service center and claims and appeals administrator	1-800-877-1052		
<b>Income security plan</b>			1-877-4VzBens, Option 5 (voluntary separations)
<b>Savings plan</b>			
<b>Verizon Savings Plan Service Center</b> Benefits administrator	1-888-457-9333		<a href="http://www.netbenefits.com">www.netbenefits.com</a>
<b>Pension plan</b>			
<b>Verizon Benefits Center</b> Benefits administrator	1-877-4VzBens		<a href="http://www.verizon.com/benefits">www.verizon.com/benefits</a>
<b>Other pension plan contacts</b>			
<b>Pension Benefit Guaranty Corporation</b> Plan insurance	1-800 400-7242	1-800-877-8339 and ask to be connected to 800-400-7242	<a href="http://www.pbgc.gov/">http://www.pbgc.gov/</a>
<b>Additional contacts</b>			
<b>Qualified Order Team</b> Qualified medical child support orders (QMCSOs) (Medical plan, Dental expense plan, Vision care plan, Flexible reimbursement plan, Savings plan and Pension plan)	1-877-4VzBens		<a href="http://www.verizon.com/benefits">www.verizon.com/benefits</a>

Plan or program	Telephone number	TTY (if available)	Internet site address (if available)
<b>COBRA</b> <b>Verizon Benefits Center</b> (Medical plan, Dental expense plan, Vision care plan and Flexible reimbursement plan)	1-877-4VzBens		www.verizon.com/benefits
<b>Additional benefits and programs</b>			
<b>VZ-LIFE</b>			
<b>Employee Assistance Program</b>	1-800-845-0632		www.verizon.com/life
<b>Adoption reimbursement plan</b>			
<b>VZ-LIFE</b> Harris Rothenberg International (HRI) 99 Wall Street 8 <sup>th</sup> Floor New York, NY 10005	1-800-845-0632		www.verizon.com/life
<b>Education loan program</b>			
<b>ConSern</b>	1-800-SOS-LOAN (1-800-767-5626)		www.consern.com (password: sosloan)
<b>Family Medical Leave Act (FMLA)</b>			
<b>Absence Reporting Center</b>	1-877-4VzBens		
<b>Founders' Stock Option Grant</b>			
<b>Fidelity Investments</b>	1-888-457-9333		www.netbenefits.com
<b>Leaves of absence</b>			
<b>Absence Management Center</b> 13100 Columbia Pike, C14 Silver Spring, MD 20904	1-877-4VzBens		Go to <b>Digital Workplace</b> Click on <b>About You</b> Click on <b>Work/Life Events</b> Click on <b>Time Off &amp; Leave Policies</b>
<b>Tuition assistance plan</b>			
<b>Council for Adult and Experimental Learning (CAEL)</b>	1-866-994-3470		http://tamsonline.org/vztap

Plan or program	Telephone number	TTY (if available)	Internet site address (if available)
<b>Subrogation vendor</b>			
<b>Healthcare Recoveries</b> Attention: Verizon Subrogation Unit P.O. Box 32200 Louisville, KY. 40232	1-800-395-5568		