

# Benefit Customer Service Contacts

Plan	Contact for	Carrier	Contact Information
<b>Medical</b>	Medical service information, network providers, claim forms, ID cards, claim filing/resolution and pre-authorizations	Group #: 912922 	<a href="http://www.myUHC.com">www.myUHC.com</a> NHRMC: 844-333-8290 PMH: 844-333-8291
<b>Prescription Benefits</b>	Benefit and formulary questions, find an in-network pharmacy	Rx Group #s: NHRMC PHI23 / PMH PHI24 	<a href="http://www.medimpact.com">www.medimpact.com</a> NHRMC: 888-254-8850 PMH: 888-254-9904
<b>Maintenance and Specialty Medications</b>	Fill / refill all maintenance medications and specialty drug prescriptions; fill incidental, short term prescriptions; speak / meet with NHRMC pharmacist		Employee Pharmacy: 910-662-7755 Specialty Pharmacy: 910-662-7780 Fax: 910-662-7777
<b>Dental</b>	Dental service information, claim forms, ID cards	Group #: G-010-301008 	<a href="http://www.ameritasgroup.com">www.ameritasgroup.com</a> 800.487.5553
<b>Vision</b>	Vision service information, CEC providers, allowance balance	Group #: NHRMC01 or Pendhosp01 	<a href="http://www.cecvision.com">www.cecvision.com</a> 888.254.4290
<b>Flexible Spending Accounts</b>	Claim & substantiation forms, account balances, Benny™ card	Flores & Associates 	<a href="http://www.flores247.com">www.flores247.com</a> 800.532.3327 phone 800.726.9982 fax
<b>Employee Assistance Program (EAP)</b>	Confidential assistance and assessment services (legal, financial, family, etc.)		<a href="http://www.lifeserviceseap.com">www.lifeserviceseap.com</a> 800.822.4847
<b>Retirement Plans 403(b) &amp; 457(b)</b>	Begin, stop, or change your contributions, hardship withdrawals, loans, investment options		<a href="http://www.valic.com">www.valic.com</a> 888.568.2542 or 910.815.5294
<b>Life / AD&amp;D LTD</b>	Life / AD&D Insurance, Long-Term Disability		<a href="http://www.sunlife.com/us">www.sunlife.com/us</a> 800.247.6875
<b>LegalShield Services</b>	Enrollment application, customer service, plan benefits	LegalShield Services 	<a href="http://www.legalshield.com">www.legalshield.com</a> 877.487.2837
<b>NC 529 College Savings Plan</b>	Enrollment form, change or stop contributions, investment options	Employer Code: 01028 	<a href="http://www.cfnc.org/savings">www.cfnc.org/savings</a> 800.600.3453
<b>Children's Learning Center</b>	Pre-school & after-school care	Nicole Emery	<a href="http://www.clcnhnh.com">www.clcnhnh.com</a> 910.251.0003
<b>Kiddie Academy</b>	Pre-school & after-school care	Beth Womer	<a href="http://www.kiddieacademy.com/wilmington-south-campus">www.kiddieacademy.com/wilmington-south-campus</a> 910-232-0881
<b>Whole Life Insurance</b>	Customer service, re-enroll after LOA, stop your deductions	Trustmark Life Insurance 	<a href="http://www.trustmarkins.com">www.trustmarkins.com</a> 800.514.3446