

# Benefit Customer Service Contacts

Plan	Contact for	Name	Customer Service Contact Information
Medical	Medical service information, network providers, claim forms, ID cards, claim filing/resolution and pre-authorizations	Blue Cross BlueShield of North Carolina 	<a href="http://www.mybcbsnc.com">www.mybcbsnc.com</a> 800.446.8053
Pharmacy	Mail order prescriptions	Prime Mail with Blue Cross Blue Shield	<a href="http://www.myprimemail.com">www.myprimemail.com</a> 877.357.7463
Dental	Dental service information, claim forms, ID cards	Ameritas Group #: G-010-301008 	<a href="http://www.ameritasgroup.com">www.ameritasgroup.com</a> 800.487.5553
Vision	Vision service information, CEC providers, allowance balance	Community Eye Care Group #: NHRMC01 	<a href="http://www.communityeyecare.net">www.communityeyecare.net</a> 888.254.4290
Flexible Spending Accounts (Health Care & Dependent Care)	Claim & substantiation forms, account balances, BennyTM card	Flores & Associates 	<a href="http://www.flores247.com">www.flores247.com</a> 800.532.3327 phone 800.726.9982 fax
Employee Assistance Program (EAP)	Confidential assistance and assessment services (legal, financial, family, etc.)	LifeServices EAP 	<a href="http://www.lifeserviceseap.com">www.lifeserviceseap.com</a> 800.822.4847
403(b) & 457(b) Retirement Plans	Begin, stop, or change your contributions, hardship withdrawals, loans, investment options	VALIC 	<a href="http://www.valic.com">www.valic.com</a> 888.568.2542
Life / AD&D LTD	Life / AD&D Insurance, Long-Term Disability	Sun Life Financial 	<a href="http://www.sunlife.com">http://www.sunlife.com</a> 800.247.6875
LegalShield Services	Enrollment application, customer service, plan benefits	LegalShield Services 	<a href="http://www.legalshield.com">www.legalshield.com</a> 877.487.2837
NC 529 College Savings Plan	Enrollment form, change or stop contribution, investment options	CFNC Employer Code: 01028 	<a href="http://www.cfnc.org/savings">www.cfnc.org/savings</a> 800.600.3453
Children's Learning Center	Pre-school & after-school care	Shannon Wilson	<a href="http://www.clcnhcn.com">www.clcnhcn.com</a> 910.251.0003
Whole Life Insurance	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