











Benefit Customer Service Contacts

Plan	Contact for	Carrier	Contact Information
Medical	Medical service information, network providers, claim forms, ID cards, claim filing/resolution and pre-authorizations	Group #: 912922 	www.myUHC.com NHRMC: 844-333-8290 PMH: 844-333-8291
Pharmacy	Fill prescriptions or talk to a pharmacist	Rx Group #s: NHRMC PHI23 / PMH PHI24 	www.medimpact.com NHRMC: 888-254-8850 PMH: 888-254-9904
Mail Oder Pharmacy	Maintenance medications or talk to a pharmacist		www.medimpactdirect.com 855-873-8739
Dental	Dental service information, claim forms, ID cards	Group #: G-010-301008 	www.ameritasgroup.com 800.487.5553
Vision	Vision service information, CEC providers, allowance balance	Group #: NHRMC01 	www.communityeyecare.net 888.254.4290
Flexible Spending Accounts	Claim & substantiation forms, account balances, Benny™ card	Flores & Associates 	www.flores247.com 800.532.3327 phone 800.726.9982 fax
Employee Assistance Program (EAP)	Confidential assistance and assessment services (legal, financial, family, etc.)		www.lifeserviceseap.com 800.822.4847
Retirement Plans 403(b) & 457(b)	Begin, stop, or change your contributions, hardship withdrawals, loans, investment options		www.valic.com 888.568.2542
Life / AD&D LTD	Life / AD&D Insurance, Long-Term Disability		www.sunlife.com/us 800.247.6875
LegalShield Services	Enrollment application, customer service, plan benefits	LegalShield Services 	www.legalshield.com 877.487.2837
NC 529 College Savings Plan	Enrollment form, change or stop contributions, investment options	Employer Code: 01028 	www.cfnc.org/savings 800.600.3453
Children's Learning Center	Pre-school & after-school care	Shannon Wilson	www.clcnhnh.com 910.251.0003
Whole Life Insurance	Customer service, re-enroll after LOA, stop your deductions	Trustmark Life Insurance 	www.trustmarkins.com 800.514.3446