

## EMPLOYEE BENEFITS OFFICE STAFF

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<b>WELLNESS STAFF</b>			
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### INSURANCE PROVIDER CONTACT INFORMATION

#### American Family Life Assurance Company of Columbus (AFLAC)

Personal Cancer Expense/Hospital Intensive Care

(New AFLAC policies are no longer sold. If you are a current AFLAC customer, you may continue the policy currently in force)

Customer Service 1-800-992-3522

Mon – Fri, 8 a.m. – 8 p.m. EST

[www.aflac.com](http://www.aflac.com)

#### AWD Allstate Workplace, Division, AHL American Heritage Life Insurance Co.

Hospital Indemnity Insurance/Critical Illness Insurance

Claims (AWD) 1-800-348-4489

Mon-Fri, 8 a.m. – 8 p.m. EST

[www.allstateatwork.com](http://www.allstateatwork.com)

#### Blue Cross Blue Shield of Florida (BCBSFL)

Medical Insurance

Customer Service 1-800-664-5295

Mon – Thu, 8 a.m. – 9 p.m.; Fri 9 a.m. – 9 p.m. EST

BCBSFL Onsite Rep. Pat Lewis (904) 390-2323

Mon – Fri, 8 a.m. – 5 p.m. EST

[www.bcbsfl.com](http://www.bcbsfl.com)

#### CompBenefits/VisionCare Plan (VCP)

Vision Insurance

Customer Service 1-800-865-3676

Mon – Thurs, 8 a.m. – 8 p.m.; Fri 8 a.m. – 6 p.m. EST

[www.compbenefits.com/custom/Duval/](http://www.compbenefits.com/custom/Duval/)

#### Corporate Care Works (CCW)

Employee Assistance Program

24-Hour Careline 1-800-327-9757

Customer Service (904)-296-9436

Mon – Fri, 8 a.m. – 5 p.m. EST

[www.corporatecareworks.com](http://www.corporatecareworks.com)

**Delta Dental**

Dental Insurance

DeltaCare Customer Service 1-800-422-4234

Mon – Fri, 8 a.m. – 5 p.m. EST

Delta Dental PPO Customer Service – 1-800-521-2651

Mon – Fri, 7:15 a.m. – 7:30 p.m. EST

[www.deltadentalins.com](http://www.deltadentalins.com)

**Fringe Benefits Management Company (FBMC)**

Third Party Administrator

Customer Care 1-800-342-8017

Mon – Fri, 7 a.m. – 10 p.m. EST

FBMC Onsite Rep. Nyck McCants (904)-390-2349

FBMC Onsite Rep. Taryn Thompson (904) 390-2350

Mon – Fri, 8 a.m. – 5 p.m. EST

[www.myfbmc.com](http://www.myfbmc.com)

**Flexible Spending Accounts**

Automated Services 1-800-865-3262

Claims Service 1-888-800-5217

24-hours a day

[www.myfbmc.com](http://www.myfbmc.com)

**Medco Health Solutions**

Pharmacy Insurance

Customer Service 1-866-544-6950

24-hours a day

[www.medco.com](http://www.medco.com)

**myFBMC Card**

Lost or Stolen Card 1-888-462-1909

Card Activation 1-888-514-6845

Customer Care Dispute Line 1-800-342-8017

Mon – Fri, 7 a.m. – 10 p.m. EST

[www.myFBMC.com](http://www.myFBMC.com)

**Provident Life and Accident Insurance**

Interest-Sensitive Whole Life Insurance

Customer Service 1-800-635-5597

Mon – Fri, 8 a.m. – 8 p.m. EST

[www.unum.com](http://www.unum.com)

**Trustmark Insurance**

Universal Life / Critical Illness

Customer Service 1-800-918-8877

Mon – Thurs, 8 a.m. – 8 p.m.; Fri 8 a.m. – 7 p.m. EST

[www.trustmarkinsurance.com](http://www.trustmarkinsurance.com)

**Unum Life Insurance Company of America**

Life Insurance 1-800-421-0344

Short-Term Disability Claims 1-888-857-0157

Long-Term Disability Claims 1-800-633-7479

Long Term Care 1-800-227-4165

Mon – Fri, 8 a.m. – 8 p.m. EST

[www.unum.com](http://www.unum.com)

**Zurich North America**

Voluntary Accidental Death and Dismemberment

Customer Service 1-866-841-4771 / 1-800-887-9111

[www.zurichna.com](http://www.zurichna.com)