

Benefits directory



Benefit & service	Website, phone numbers & hours	Additional information
Advocate Aurora Health benefits		
All questions for: <ul style="list-style-type: none"> • Health & Welfare Services Center • Retirement Service Center • Benefits vendor access 	aahbenefits.org 800-775-4784 Monday – Friday, 7 a.m. to 6 p.m.	Spanish-speaking representatives are available AT&T translator services are available in 54 languages
Human Resources		
All questions for: <ul style="list-style-type: none"> • Employee verification • HR system issues • Leave of absence • Paid Time Off (PTO) • Payroll deductions • Recruitment inquiries 	HR Direct (IL) 847-685-1447 Monday – Friday, 8 a.m. to 5 p.m. My HR Navigator (WI) 262-957-8300 Monday – Friday, 8 a.m. to 5 p.m.	Advocate Online > Top Applications > Human Resources > HR Direct Caregiver Connect > My HR Navigator
Commuter benefits		
ConnectYourCare	connectyourcare.com/aah 833-325-9996 24/7	
Dental benefits		
Delta Dental <ul style="list-style-type: none"> • Standard plan • Enhanced plan 	deltadentalil.com 800-323-1743 Monday – Thursday, 7 a.m. to 7 p.m. Friday, 7 a.m. to 6 p.m.	
Disability benefits		
MetLife (IL) <ul style="list-style-type: none"> • Short-Term Disability • Long-Term Disability 	mybenefits.metlife.com 888-294-1988 Monday – Friday, 7 a.m. to 10 p.m.	
The Hartford (WI) <ul style="list-style-type: none"> • Short-Term Disability • Long-Term Disability 	mybenefits.Hartford.com 877-877-6085 Monday – Friday, 7 a.m. to 7 p.m.	
Flexible Spending Accounts (FSAs)		
ConnectYourCare <ul style="list-style-type: none"> • Health Care FSA • Dependent Care FSA 	connectyourcare.com/aah 833-325-9996 24/7	
Healthy Living wellness plan		
Healthy Living Solution Center	aahbenefits.org 800-937-5717 Monday – Friday, 8 a.m. to 8 p.m.	

Benefit & service	Website, phone numbers & hours	Additional information
Life insurance and AD&D benefits		
Prudential <ul style="list-style-type: none"> • Basic Life insurance • Optional Life insurance • Optional Accidental Death & Dismemberment insurance 	630-444-2062 Monday – Friday, 8 a.m. to 8 p.m.	Send correspondence to: G. Murphy & Associates 701 Warrenville Rd., Suite 250 Lisle, IL 60532 Fax: 800-294-0301
Trustmark <ul style="list-style-type: none"> • Long-Term care + Life Insurance 	getltci.com/advocateaurorahealth 866-907-0802	
Medical benefits		
AAH Medical Plan concierge <ul style="list-style-type: none"> • Confirm a provider is in the Advocate Aurora Health Network • Authorize out-of-network providers or services 	855-376-2386 Monday – Thursday, 8 a.m to 5 p.m. Friday, 9 a.m. to 4:30 p.m.	
AXCES behavioral health advisor <ul style="list-style-type: none"> • Precertification for inpatient services • Locate outpatient providers and facilities 	800-454-6455 Monday – Friday, 8:30 a.m. to 5 p.m. All after-hour health certifications will be processed next business day. aahbenefits.org > Benefits Information tile	
BenefitConnect COBRA <ul style="list-style-type: none"> • Health care benefits after termination 	cobra.ehr.com 877-29-COBRA (26272)	Send correspondence to: BenefitConnect COBRA P.O. Box 981915 El Paso, TX 79998
Anthem (WI)	anthem.com/wi 844-205-5416 Monday – Friday, 8 a.m. to 6 p.m.	
BlueCross BlueShield (most other states) and (out of area)	bcbsil.com 888-907-7870 Monday – Friday, 8 a.m. to 6 p.m.	

Benefit & service	Website, phone numbers & hours	Additional information
Medicare <ul style="list-style-type: none"> • Medicare insurance options • Verify the Medicare plans accepted by your health care providers • Compare Medicare plans • Have unlimited access to a licensed independent agent who specialized in Medicare health plans 	advocatehealth.com/medicare 800-868-8642 Monday – Friday, 8 a.m. to 5 p.m.	
Prescription benefits		
MedImpact For information regarding prescription benefits program or claim questions	www.medimpact.com 888-495-3299 24/7/365	
Aurora Mail-Order Pharmacy Mail order prescriptions	aurorapharmacy.org/mail 877-409-0148 Monday - Friday , 6 a.m.- 8 p.m. Saturday, 9 a.m.-1 p.m.	Email address: pharmacy@aah.org
Aurora Specialty Pharmacy Specialty drug prescriptions	aurorahealthcare.org/services/ pharmacy/specialty-pharmacy 844-820-5600 Monday – Friday, 8 a.m. to 6 p.m. Saturday, 9 a.m. to 1 p.m.	Email address: specialtypharmacy@aah.org
Retirement benefits		
Empower Retirement Savings Plan-401(k)-enrollment, fund changes, distributions, loans, general plan questions.	aahbenefits.org 800-775-4784 Monday – Friday, 8 a.m. to 6 p.m.	
Vision benefits		
EyeMed For information regarding the vision care plan and EyeMed providers	eyemed.com 866-939-3633 Monday - Friday, 6:30 a.m. to 10 p.m. Saturday, 7 a.m. to 10 p.m. Sunday, 10 a.m. to 7 p.m.	Send Correspondence to: EyeMed Vision Care Attn: OON Claims PO Box 8504 Mason, OH 45040-7111 Fax: 866-293-7373 Email: oonclaims@eyemedvisioncare.com
Other benefits		
Additional Protection Benefits		
Identity theft protection InfoArmor	MyPrivacyArmor.com 800-789-2720	
Legal services plan MetLife Legal Services (formerly known as Hyatt Legal Plan)	legalplans.com 800-821-6400 Monday – Friday, 7 a.m. to 6 p.m.	

Benefit & Service	Website, phone numbers & hours	Additional information
<p>Credit Union</p> <p>HealthCare Associates Credit Union (HACU)</p> <p>Educators Credit Union (ECU)</p>	<p>hacu.org Chicago area 630-276-5555 630-276-5676 (automatic teller) Outside Chicago area 800-213-5445 800-213-6445 (automatic teller)</p> <p>ecu.com 262-886-5900 (Racine) 800-236-5898 (Toll-Free)</p>	
<p>Discounts</p> <p>Auto & home insurance MetLife Travelers Liberty Mutual</p> <p>Pet insurance Nationwide</p>	<p>aahdiscounts.benefithub.com 866-664-4621 7:30 a.m. to 7:30 p.m.</p> <p>aahdiscounts.benefithub.com 866-664-4621 7:30 a.m. to 7:30 p.m.</p>	
<p>Family Support</p> <p>Care@Work By Care.com</p> <p>AXCES behavioral health coordination services Pre-certifications for inpatient Behavioral health services</p> <p>Employee Assistance Program (EAP) Self-referral services for team members Services for leaders</p>	<p>aah.care.com</p> <p>800-454-6455 Monday – Friday, 8:30 a.m. to 5 p.m.</p> <p>800-775-0304 (IL) 800-236-3231 (WI)</p>	<p>IL: Advocate Online > Departments > EAP WI: aurora.org/eap</p>
<p>Supplemental Medical Benefits</p> <p>Accident Insurance Critical Illness insurance Hospital Indemnity Insurance</p>	<p>presents.voya.com/EBRC AdvocateAuroraHealth 877-236-7564</p>	