

MEDICAL, DENTAL AND VISION

Contact your insurance carrier (insurance company) when you have questions about:

- How the plan works and what is covered
- How to find doctors and other health care providers
- How to file a claim, resolve claim issues and understand your explanation of benefits (EOB)

You may need to provide the plan's group number, which you can find on your ID card and below.

Plan	Web, Phone and Mobile App	2022 Group Numbers
Anthem <ul style="list-style-type: none"> • Medical Plans • Prescription Drugs • Mail Order Pharmacy 	<p>www.anthem.com/ca/caltech</p> <ul style="list-style-type: none"> ▪ (866) 820-0765 (Monday-Friday 8am-12am PT) ▪ Mobile App: Sydney Health <p>www.anthem.com/ca/caltech</p> <ul style="list-style-type: none"> ▪ (833) 261-2467 <p>www.anthem.com/ca/caltech</p> <ul style="list-style-type: none"> ▪ (833) 236-6196 	<p><i>HMO (Southern CA)</i> Campus: 175104H200 JPL: 175104H220</p> <p><i>High-Deductible PPO 2800 (all locations)</i> Campus: 175104M277 JPL: 175104M281</p> <p><i>High-Deductible PPO 1600 (all locations)</i> Campus: 175104M279 JPL: 175104M283</p> <p><i>BlueCard (Outside CA)</i> Campus: 175105M263 JPL: 175104M271</p> <p><i>Owens Valley (Owens Valley, CA)</i> Campus: 175105M265</p>
Kaiser Permanente HMO <ul style="list-style-type: none"> • Southern California • Washington State (Campus Only) • Mid-Atlantic (JPL Only) 	<p>my.kp.org/caltech/</p> <ul style="list-style-type: none"> ▪ SoCal:(800) 464-4000 (Monday-Friday 8am-5pm PT) ▪ WA: (888) 901-4636 (Monday-Friday 8am-5pm PT) ▪ Mid-Atlantic: (800) 777-7902 (Monday-Friday 7:30am-5:30pm ET) ▪ Mobile App: KP 	<p><i>HMO (Southern CA)</i> Campus: 101829-1 JPL: 101829-2</p> <p><i>HMO (Washington)</i> Campus: 4918800</p> <p><i>HMO (Mid-Atlantic)</i> JPL: 12639-2</p>
Delta Dental PPO	<p>www.deltadentalins.com/caltech</p> <ul style="list-style-type: none"> ▪ (800) 765-6003 (Monday-Friday 5am-5pm PT) ▪ Mobile App: Delta Dental Mobile App 	<p><i>PPO (all locations)</i> Campus 3608-2001 JPL 3608-2002</p>
MetLife DHMO Dental	<p>www.metlife.com/info/caltech</p> <ul style="list-style-type: none"> ▪ (800) 880-1800 (Monday – Friday 5-8pm PT) ▪ Mobile App: MetLife US App 	<p><i>HMO (Southern CA)</i> Campus 136384-0001-001 JPL 136384-0004-0001</p>
Vision Service Plan (VSP)	<p>www.vsp.com</p> <ul style="list-style-type: none"> ▪ (800)877-7195 (Monday–Saturday 6am-5pm PT) ▪ Mobile App: MyVSP 	<p><i>(All locations)</i> Campus 12250422-0100 JPL 12250422-0200</p>

HEALTH SAVINGS ACCOUNT (HSA)

FLEXIBLE SPENDING ACCOUNTS (FSAs) — HEALTH FSA (HFSA) AND DEPENDENT DAY CARE FSA (DCFSA)

Contact HealthEquity with general account questions, claims, reimbursements and account balances.

www.healthequity.com

HealthEquity (866) 346-5800 (Available 24/7)
Mobile App: HealthEquity

DISABILITY INSURANCE

The Hartford Specific Claim Information: (888) 807-0657
Group Number: 866280

Long Term Disability (LTD) claims

Anything else related to Disability Insurance Human Resources Disability & Leave Administration
(626) 395-3092 (Monday - Friday 8am-5pm PT)
leaveunit@caltech.edu
hr.caltech.edu/departments/disability-and-leave-administration-unit

LIFE AND ACCIDENT INSURANCE

Basic and Supplemental Life Insurance claims inquiries Hartford: (888) 563-1124
Group Number: 866280

Anything else related to Life and Accident Insurance Contact Caltech Benefits Office

VOLUNTARY BENEFITS (enroll with Caltech and have payroll deductions)

– ACCIDENT, CRITICAL ILLNESS, HOSPITAL INDEMNITY, LEGAL SERVICES & IDENTITY THEFT PROTECTION

Contact Unum and LegalShield for accident insurance, critical illness insurance, hospital indemnity insurance, legal services, and identity theft protection. You will enroll in *MyBenefits* and have Payroll deductions. The carriers can also answer questions and assist accessing services, filing a claim and more.

Unum Accident, Critical Illness, and Hospital Indemnity Insurance www.unum.com
(800) 635-5597 (Monday-Friday 5am-5pm PT)
Mobile App: Unum Customer

LegalShield Legal Services (LegalShield) www.legalshield.com
(888) 807-0407 (Monday-Friday 5am-5pm PT)
Mobile App: LegalShield

LegalShield Identity Theft Protection (IDShield) www.idshield.com
(888) 807-0407 (Monday-Friday 5am-5pm PT)
Mobile App: IDShield

VOLUNTARY BENEFITS (enroll and pay the carriers)

- LONG-TERM CARE, HOME, VEHICLE, AND PET INSURANCE

Contact Genworth and MetLife for long-term care, vehicle, home, and pet insurance. You will enroll and directly pay the carriers. The carriers can also answer questions about options, costs, billing, and claims.

MetLife - Vehicle, home, and pet insurance www.metlife.com/info/caltech/
(800) 438-6388 (Monday - Friday 5am - 5pm PT)

Genworth – Long Term Care Insurance

genworth.com/caltech (Caltech) or genworth.com/jpl (JPL)
(800) 416-3624 (Monday-Friday 5am - 5pm PT)

RETIREMENT PROGRAM

Contact TIAA if you have a question about your Caltech retirement accounts.

tiaa.org/caltech

TIAA-CREF

For general questions: (800) 842-2252 (Monday-Friday 5am-7pm PT)

For a counseling session: (800) 732-8353 (Monday-Friday 5am-5pm PT)

CALTECH BENEFITS OFFICE

Visit *MyBenefits* to learn about the Caltech benefit program and how to enroll. Contact the Human Resources Benefits office if you have questions about the benefits program.

Enroll and Learn More

Log into *MyBenefits* in access.caltech.edu or

Visit mybenefits.caltech.edu

Mobile App: [Benefitplace](#)

Contact Us

(626) 395-6443 (Monday-Friday 8am-5pm PT)

HRBenefits@caltech.edu

hr.caltech.edu/departments/total-rewards/benefits