

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 your group number, which you can find on your ID card or below.

Plan	Web, Phone and Mobile App	2023 Group Numbers
Anthem		
<ul style="list-style-type: none"> • Medical 	<p>www.anthem.com/ca/caltech</p> <p>(866) 820-0765 (Monday-Friday 8am-12am PT)</p> <p>Mobile App: Sydney Health</p>	<p><i>HMO (Southern CA)</i></p> <p>Campus: 175104H200 JPL: 75104H220</p> <p><i>High-Deductible PPO 3000 (all locations)</i></p> <p>Campus: 175104M277 JPL: 75104M281</p>
<ul style="list-style-type: none"> • Prescription Drugs 	<p>www.anthem.com/ca/caltech</p> <p>(833) 261-2467 (Monday-Friday 8am-12am PT)</p>	<p><i>High-Deductible PPO 1800 (all locations)</i></p> <p>Campus: 175104M279 JPL: 75104M283</p>
<ul style="list-style-type: none"> • Mail Order Pharmacy <i>CarelonRx</i> 	<p>www.anthem.com/ca/caltech</p> <p>(833) 236-6196 (Monday-Friday 8am-12am PT)</p>	<p><i>BlueCard (Outside CA)</i></p> <p>Campus: 175105M263 JPL: 75104M271</p> <p><i>Owens Valley (Owens Valley, CA)</i></p> <p>Campus: 175105M265</p>
Kaiser Permanente HMO		
<ul style="list-style-type: none"> • Southern California 	<p>my.kp.org/caltech/</p> <p>SoCal: (800) 464-4000 (Monday-Friday 8am-5pm PT)</p>	<p><i>HMO (Southern CA)</i></p> <p>Campus: 101829-1 JPL: 101829-2</p>
<ul style="list-style-type: none"> • Washington State (Campus Only) 	<p>WA: (888) 901-4636 (Monday-Friday 8am-5pm PT)</p>	<p><i>HMO (Washington)</i></p> <p>Campus: 4918800</p>
<ul style="list-style-type: none"> • Mid-Atlantic (JPL Only) 	<p>Mid-Atlantic: (800) 777-7902 (Monday-Friday 7:30am-5:30pm ET)</p>	<p><i>HMO (Mid-Atlantic)</i></p> <p>JPL: 12639-2</p>
Delta Dental PPO		
	<p>www.deltadentalins.com/caltech</p> <p>(800) 765-6003 (Monday-Friday 5am-5pm PT)</p> <p>Mobile App: Delta Dental Mobile App</p>	<p><i>PPO (all locations)</i></p> <p>Campus: 3608-2001 JPL: 3608-2002</p>
MetLife DHMO Dental		
	<p>www.metlife.com/info/caltech</p> <p>(800) 880-1800 (Monday-Friday 5-Bpm PT)</p> <p>Mobile App: MetLife US App</p>	<p><i>HMO (Southern CA)</i></p> <p>Campus: 136384-0001-001 JPL: 136384-0004-0001</p>
Vision Service Plan (VSP)		
	<p>www.vsp.com</p> <p>(800)877-7195 (Monday-Saturday 6am-5pm PT)</p> <p>Mobile App: MyVSP</p>	<p><i>(All locations)</i></p> <p>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.

HealthEquity

www.learn.healthequity.com/caltech

(866) 346-5800 (Available 24/7)

Mobile App: HealthEquity

DISABILITY INSURANCE

The Hartford

Short Term Disability (STD) & Long
Term Disability (LTD) Claims

Specific Claim Information: (888) 807-0657

Group Number: 805960

Caltech and JPL Disability and Leave
Administration

(626) 395-3092 (Monday - Friday 8am-5pm PT)

leaveunit@caltech.edu

www.hr.caltech.edu/departments/disability-and-leave-administration-unit

LIFE INSURANCE AND PERSONAL ACCIDENT INSURANCE (PAI)

The Hartford

Basic, Supplemental Life, and PAI claims or inquiries

The Hartford: (888) 563-1124

Group Number: 805960

ACCIDENT, CRITICAL ILLNESS, HOSPITAL INDEMNITY

LEGAL SERVICES & IDENTITY THEFT PROTECTION

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)

benefits.legalshield.com/caltech

(888) 807-0407 (Monday-Friday 5am-5pm PT)

Mobile App: LegalShield

Identity Theft Protection (IDShield)

benefits.legalshield.com/caltech

(888) 807-0407 (Monday-Friday 5am-5pm PT)

Mobile App: IDShield

LONG TERM CARE, HOME, VEHICLE, AND PET INSURANCE (premiums not deducted from a paycheck)

**MetLife – vehicle, home, and pet
insurance**

www.metlife.com/info/caltech/

(800) 438-6388 (Monday - Friday 5am - 5pm PT)

Genworth – Long Term Care Insurance

Caltech: genworth.com/caltech or JPL: genworth.com/jpl

(800) 416-3624 (Monday-Friday 5am - 5pm PT)

RETIREMENT PROGRAM

TIAA-CREF

tiaa.org/Caltech

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

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

ANTHEM CONCIERGE

If you are enrolled in one of the Anthem medical plans, you can contact the Caltech or JPL Anthem Concierge for help with:

- Find a doctor
- Make appointments
- Review and explain claims and Explanation of Benefits (EOBs)

Caltech Anthem Concierge

Ruben Rodriguez

(626) 395-6628 (Monday-Friday 5am - 5pm PT)

Rubena.rodriquez@anthem.com

JPL Anthem Concierge

Bernadette Sales

(818) 354-9966 (Monday-Friday 5am - 5pm PT)

bernadette.b.sales@jpl.nasa.gov

Integrity Pharmaceutical Advisors (IPA)

For Anthem members only, Integrity Pharmaceutical Advisors (IPA) is a firm of independent pharmacists to serve as a personalized concierge to assist you and your physician with any changes. IPA pharmacists will be available to answer questions and discuss possible alternative medications with you and/or your physician. This concierge service is confidential and free to all Anthem members.

- If you and/or your physician believe a prescription drug change will cause adverse effects, IPA can help initiate a review and appeal process.

IPA will be available to assist you and your prescribing physician. If you have questions prior to receiving your letter from IngenioRx, please feel free to contact IPA — they will be happy to assist you.

Integrity Pharmaceutical Advisors

(IPA)

(844) 453-7043 Monday-Friday 8am-8pm PT

[Schedule an Appointment Online](#)

BACKUP CHILD CARE

Care.com

[Caltech.Care.com](https://www.caltech.care.com)

855-781-1303 anytime, 24 hrs. a day

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.

Contact Us

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

HRBenefits@caltech.edu

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

Enroll and Learn More

Log into [MyBenefits](#) through access.caltech.edu or

Visit mybenefits.caltech.edu

Mobile App: Benefitplace

Code: caltech (case sensitive)