

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	2023 Group Numbers
Anthem		<i>HMO (Southern CA)</i>
• Medical Plans	www.anthem.com/ca/caltech (866) 820-0765 (Monday-Friday 8am-12am PT) Mobile App: Sydney Health	Campus: 175104H200 JPL: 175104H220 <i>High-Deductible PPO 3000 (all locations)</i> Campus: 175104M277 JPL: 175104M281
• Prescription Drugs	www.anthem.com/ca/caltech ■ (833) 261-2467	<i>High-Deductible PPO 1800 (all locations)</i> Campus: 175104M279 JPL: 175104M283
• Mail Order Pharmacy	www.anthem.com/ca/caltech ■ (833)236-6196	<i>BlueCard (Outside CA)</i> Campus: 175105M263 JPL: 175104M271 <i>Owens Valley (Owens Valley, CA)</i> Campus: 175105M265
Kaiser Permanente HMO	my.kp.org/caltech/	
• Southern California	SoCal: (800) 464-4000 (Monday-Friday 8am-5pm PT)	<i>HMO (Southern CA)</i> Campus: 101829-1 JPL: 101829-2
• Washington State (Campus Only)	■ WA: (888) 901-4636	<i>HMO (Washington)</i> Campus: 4918800
• Mid-Atlantic (JPL Only)	(Monday-Friday 8am-5pm PT) ■ Mid-Atlantic: (800) 777-7902 (Monday-Friday 7:30am-5:30pm ET) Mobile App: KP	<i>HMO (Mid-Atlantic)</i> JPL: 12639-2
Delta Dental PPO	www.deltadentalins.com/caltech (800) 765-6003 (Monday-Friday 5am-5pm PT) ■ Mobile App: Delta Dental Mobile App	<i>PPO (all locations)</i> Campus: 3608-2001 JPL: 3608-2002
MetLife DHMO Dental	www.metlife.com/info/caltech (800) 880-1800 (Monday-Friday 5-Bpm PT) ■ Mobile App: MetLife US App	<i>HMO (Southern CA)</i> Campus: 136384-0001-001 JPL: 136384-0004-0001
Vision Service Plan (VSP)	www.vsp.com (800)877-7195 (Monday-Saturday 6am-5pm PT)	<i>(All locations)</i> Campus: 12250422-0100 JPL: 12250422-0200

Caltech Benefit Plan Contacts



- Mobile App: [MyVSP](#)

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.

<https://learn.healthequity.com/caltech>

HealthEquity

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

DISABILITY INSURANCE

The Hartford

Specific Claim Information: (888) 807-0657
Group Number: 805960

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: 805960

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-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)

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