### 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.

<table>
<thead>
<tr>
<th>Plan</th>
<th>Web, Phone and Mobile App</th>
<th>2024 Group Numbers</th>
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<tbody>
<tr>
<td><strong>Anthem</strong></td>
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| Medical                     | [www.anthem.com/ca/caltech](http://www.anthem.com/ca/caltech) | HMO (Southern CA)  
Campus: 175104H200  JPL: 75104H220  
High-Deductible PPO 3000 (all locations)  
Campus: 175104M277  JPL: 75104M281 |
| Prescription Drugs          | [www.anthem.com/ca/caltech](http://www.anthem.com/ca/caltech) | High-Deductible PPO 1800 (all locations)  
Campus: 175104M279  JPL: 75104M283 |
| Mail Order Pharmacy         | [www.anthem.com/ca/caltech](http://www.anthem.com/ca/caltech) | BlueCard (Outside CA)  
Campus: 175105M263  JPL: 75104M271 |
| CarelonRx                   | (833) 261-2467 (Monday-Friday 8am-12am PT) | Owens Valley (Owens Valley, CA)  
Campus: 175105M265 |
| **Kaiser Permanente HMO**   | [my.kp.org/caltech/](http://my.kp.org/caltech/) |                                                        |
| Southern California         | SoCal: (800) 464-4000 (Monday-Friday 8am-5pm PT) | HMO (Southern CA)  
Campus: 101829-1  JPL: 101829-2 |
| Washington State            | WA: (888) 901-4636 (Monday-Friday 8am-5pm PT) | HMO (Washington)  
Campus: 4918800 |
| Mid-Atlantic (JPL Only)     | Mid-Atlantic: (800) 777-7902 (Monday-Friday 7:30am-5:30pm ET) | HMO (Mid-Atlantic)  
JPL: 12639-2 |
| **Delta Dental PPO**        | [www.deltadentalins.com/caltech](http://www.deltadentalins.com/caltech) | PPO (all locations)  
Campus: 3608-2001  JPL: 3608-2002 |
|                              | (800) 765-6003 (Monday-Friday 5am-5pm PT) |                                                        |
| MetLife DHMO Dental          | [www.metlife.com/info/caltech](http://www.metlife.com/info/caltech) | HMO (Southern CA)  
Campus: 136384-0001-001  JPL: 136384-0004-0001 |
|                              | (800) 880-1800 (Monday-Friday 5-8pm PT) |                                                        |
| Vision Service Plan (VSP)   | [www.vsp.com](http://www.vsp.com) | (All locations)  
Campus: 12250422-0100  JPL: 12250422-0200 |
|                              | (800) 877-7195 (Monday-Saturday 6am-5pm PT) |                                                        |
|                              | 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.

| HealthEquity |  
|--------------|----------|
| [www.learn.healthequity.com/caltech](www.learn.healthequity.com/caltech) | (866) 346-5800 (Available 24/7)  
Mobile App: HealthEquity |

### DISABILITY INSURANCE

| The Hartford | Specific Claim Information: (888) 807-0657  
Group Number: 805960 |
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<tbody>
<tr>
<td>Short Term Disability (STD) &amp; Long Term Disability (LTD) Claims</td>
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</table>
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](www.hr.caltech.edu/departments/disability-and-leave-administration-unit) |

### LIFE INSURANCE AND PERSONAL ACCIDENT INSURANCE (PAI)

| The Hartford | The Hartford: (888) 563-1124  
Group Number: 805960 |
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<tr>
<td>Basic, Supplemental Life, and PAI claims or inquiries</td>
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</table>
Basic, Supplemental Life, and PAI claims or inquiries |

### ACCIDENT, CRITICAL ILLNESS, HOSPITAL INDEMNITY

### LEGAL SERVICES & IDENTITY THEFT PROTECTION

| Unum | [www.unum.com](www.unum.com)  
(800) 635-5597 (Monday-Friday 5am-5pm PT)  
Mobile App: Unum Customer |
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<tbody>
<tr>
<td>Accident, Critical Illness, and Hospital Indemnity Insurance</td>
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LegalShield | [benefits.legalshield.com/caltech](benefits.legalshield.com/caltech)  
(888) 807-0407 (Monday-Friday 5am-5pm PT)  
Mobile App: LegalShield |
| Legal Services (LegalShield) |  
Identity Theft Protection (IDShield) | [benefits.legalshield.com/caltech](benefits.legalshield.com/caltech)  
(888) 807-0407 (Monday-Friday 5am-5pm PT)  
Mobile App: IDShield |
| [benefits.legalshield.com/caltech](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/](www.metlife.com/info/caltech/)  
(800) 438-6388 (Monday - Friday 5am - 5pm PT) |
|---------------------------------------------|---------------------------------------------|
| Genworth – Long Term Care Insurance | Caltech: [genworth.com/caltech](genworth.com/caltech) or JPL: [genworth.com/jpl](genworth.com/jpl)  
(800) 416-3624 (Monday-Friday 5am - 5pm PT) |

### RETIREMENT PROGRAM

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<th>TIAA-CREF</th>
<th><a href="tiaa.org/Caltech">tiaa.org/Caltech</a></th>
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</table>
| 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.rodriguez@anthem.com

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
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)