

2025 Benefit Plan Contacts

This summary offers an overview of contacts and relevant resources for inquiries related to the Institute's comprehensive benefits, retirement savings, employee perks, and time-off programs. It is designed to guide employees to the right contact for assistance and available resources. Please review the information carefully to familiarize yourself with the contacts and support options associated with each program.

Contact your 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 on of Benefits (EOB)
- You may need to provide your group number, which you can find on your ID card or below.

2025 CONTACT INFORMATION

INSURANCE COMPANIES

PLAN	CARRIER/VENDOR	GROUP NUMBERS	TELEPHONE	WEBSITE & MOBILE APP
Medical and Prescription Drug	Anthem	HMO 175104H200	(866) 820-0765 (Monday-Friday 8am-12am PT)	Website anthem.com/ca/Caltech Mobile App Sydney Health
		High Deductible PPO 175104M277		
		BlueCard (Out of CA) 175105M263		
		Owens Valley PPO 175105M265		
	Kaiser	Southern California 101829-1	California: (800) 464-4000 (M-F 8am-5pm PT)	Website my.kp.org/Caltech Mobile App Kaiser Permanente
		Washington 4918800	Washington: (888) 901-4636 (M-F 8am-5pm PT)	
Dental Plans	Delta Dental PPO Enhanced	3608-12001	(800) 765-6003 (M-F 5am-5pm PT)	Website deltadentalins.com/Caltech Mobile App Delta Dental Mobile App
	Delta Dental PPO Standard	3608-2001	(800) 765-6003 (M-F 5am-5pm PT)	
	MetLife DHMO	136384-0001	(800) 880-1800 (M-F 5am-8pm PT)	Website metlife.com/info/caltech Mobile App MetLife US App
Vision Plan	VSP	12250422-0300	(800) 877-7195 (M-Sat 6am-5pm PT)	Website caltech.vspforme.com Mobile App VSP Vision Care

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PLAN	CARRIER/VENDOR	GROUP NUMBERS	TELEPHONE	WEBSITE & MOBILE APP
Health Flexible Spending Account (FSA)	HealthEquity	N/A	(866) 346-5800 (available 24/7)	Website learn.healthequity.com/caltech Mobile App HealthEquity
Dependent Day Care FSA Account				
Health Savings Account (HSA)				
Basic Life	Unum	943496	(800) 445-0402 (M-F 5am-5pm PT)	Website learn.unum.com/Caltech Mobile App MyUnum for Members
Basic Long-Term Disability (LTD)		943497	(800) 985-2429 (M-F 5am-5pm PT)	
Supplemental Life Insurance		943496	(800) 445-0402 (M-F 5am-5pm PT)	
Supplemental Long-Term Disability (LTD)		943497	(800) 985-2429 (M-F 5am-5pm PT)	
Short Term Disability (STD)		943495	(888) 673-9940 (M-F 5am-5pm PT)	
Accidental Death and Dismemberment (AD&D)		943496	(800) 445-0402 (M-F 5am-5pm PT)	
Critical Illness		477799	(800) 635-5597 (M-F 5am-5pm PT)	
Hospital Indemnity		477801		
Accident Insurance		477800		
Group Legal		LegalShield	302966	
Identity Theft Protection				
Long Term Care (LTC) Insurance	Genworth	Policy Numbers 17478	(800) 416-3624 (M-F 5am – 5pm PT)	Website genworth.com/caltech

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ADDITIONAL CONTACTS				
PLAN	CARRIER/VENDOR	GROUP NUMBERS	TELEPHONE	WEBSITE & MOBILE APP
Home, Auto, and Pet Insurance	MetLife	When you call in or go online for a quote mention you are a Caltech employee. Farmers GroupSelect Discount Code: B1T.	(800) 438-6388 (M-F 5am – 5pm PT)	Website metlife.com/info/caltech
Medical Plan Assistance	Included Health	49188800	(800) 929-0926	Website includedhealth.com/caltech Mobile App Included Health
Childcare Assistance Program (CCAP)	Human Resources Benefits Office	N/A	(626) 395-6443 (M-F 5am – 5pm PT)	Website hr.caltech.edu Email CCAP@caltech.edu
Backup Childcare	Care.Com	N/A	(855) 781-1303 (24/7)	Websites hr.caltech.edu & caltech.care.com Mobile App Care.com
Retiree Medical	Caltech	N/A	(855) 251-0910 (M-F 5:30am - 6pm PT)	Website caltechretireebenefits.com
Business Travel Accident (BTA) Insurance				
Medical Evacuation and Repatriation (MER)	ISOS	11BCMA000180	(215) 942 8226 (24/7)	Website internationalsos.com Mobile App International SOS
International Travel Assistance				
Base Retirement Plan		Caltech Base Retirement Plan: 403497	For general questions: (800) 842-2252 (M-F 5am-7pm PT)	
Voluntary Retirement Plan	TIAA	Caltech Voluntary Retirement Plan: 403498	Schedule a financial consultation session: (800) 732-8353 (M-F 5am-5pm PT)	Website tiaa.org/caltech Mobile App TIAA
457(b) Deferred Compensation Plan		Caltech 457(b) Deferred Compensation Plan: 101207/403499		
Employee Assistance Program (EAP)	Caltech's Staff and Faculty Consultation Center (SFCC)	N/A	(626) 395-8360	Website sfcc.caltech.edu

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PERKS CONTACTS				
PLAN	CARRIER/VENDOR	GROUP NUMBERS	TELEPHONE	WEBSITE & MOBILE APP
Community Resources	Caltech	N/A	(626) 395-3204 (M-F 5am-5pm PT)	Website hr.caltech.edu Email worklife@caltech.edu
Physical Online Wellness (Kaiser Members)	ClassPass	N/A	N/A	Website classpass.com/corporate/kaiserpermanente (Kaiser Enrollees)
Time Off	Disability & Leave Administration Unit (DLAU)	N/A	(626) 395-3092 (M-F 5am-5pm PT)	Website hr.caltech.edu Email leaveunit@caltech.edu
Tuition Reimbursement	Human Resources Programs & Engagement	N/A	(626) 395-3204 (M-F 5am-5pm PT)	Website hr.caltech.edu Email hrprograms@caltech.edu
Public Service Loan Forgiveness (PSLF)	Federal Student Aid	N/A	(800) 4-FED-AID (1-800-433-3243)	Website studentaid.gov
Childcare Centers	Children's Center at Caltech (CCC)	N/A	(626) 395-6860 (M-F 7:30am – 5:30pm PT)	Website ccc.caltech.edu
	Child Educational Center (CEC)	N/A	(818) 354-3418 (M-F 7am – 6pm PT)	Website ceconline.org Email cec@ceconline.org
Gym Membership	Caltech Athletics Department	N/A	(626) 395-3253 (M-F 8am-5pm PT)	Website gocaltech.com Email recmembership@caltech.edu
Credit Union	Caltech Employees Federal Credit Union (CEFCU)	N/A	(800) 592-3328 (M-F 8am-4:45pm PT)	Website cefcu.org
Athenaeum Membership	Athenaeum	N/A	(626) 395-8200 (M-F 8am-5pm PT)	Website athenaeumcaltech.com
Commuter Rideshare Services	Caltech Parking and Commuter Services	N/A	(626) 395-8877 (M-F 8am-5pm PT)	Website parking.caltech.edu Email parking@caltech.edu
Tickets at Work	Caltech Store	N/A	(626) 395-6161 (M-F 9am-5:30pm PT)	Website caltechstore.caltech.edu/tickets-at-work Email citbook@caltech.edu

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BENEFITS OFFICE AND CONCIERGES FOR ANTHEM		
Caltech Human Resources Benefits Office	hr.caltech.edu (626) 395-6443 (M-F 8-5pm PT) hrbenefits@caltech.edu	To enroll , go to MyBenefits.caltech.edu or click on MyBenefits in access.caltech.edu .
Anthem Concierge <i>(Anthem members only)</i>	Anthem Concierge for Caltech Ruben Rodriguez (626) 395-6628 caltech_anthem_concierge@caltech.edu	Anthem members have access to a dedicated Anthem Concierge who can assist with: <ul style="list-style-type: none"> • Understanding what your Anthem plan covers • Finding an Anthem doctor, hospital, lab, or other provider • Finding lower-cost medications • Using Anthem's Estimate Your Cost tool • Reading your explanation of benefits (EOB), resolving provider billing errors, and understanding the claims appeals process • Registering for LiveHealth Online, Anthem's telemedicine service Learning about special programs available to you
Pharmacy Concierge <i>(Integrity Pharmaceutical Advisors)</i>	Integrity Pharmaceutical Advisors (IPA) (844) 453-7043 (M-F 8am-8pm PT) calendly.com/caltech-jpl/appointment	Available to Anthem members only, Integrity Pharmaceutical Advisors (IPA) is a firm of independent pharmacists who serve as a personalized concierge to assist you and your physician with any changes, at no cost. IPA pharmacists are available to answer questions and discuss possible alternative medications with you and/or your physician.