

Railroad Health and Welfare Plans

Directory of Benefits

and toll-free phone numbers

Highmark (BCBS)

(<http://www.highmark.com>) (<http://www.bcbs.com>)

- Active SMART TD members and others covered under the **NRC/UTU Health and Welfare Plan (690100)** or the **National Health and Welfare Plan (GA-23000)** should send claims to: Highmark Blue Cross Blue Shield, RR Dedicated Unit, P.O. Box 890381, Camp Hill, PA 17089-0381. Individuals who need information about the **Comprehensive Health Care Benefit** or **Managed Medical Care Program** should call **1-866-267-3320**.

UnitedHealthcare

(<http://www.myuhc.com>)

- Active SMART TD members and others covered under the Comprehensive Health Care Benefit or the Managed Medical Care Program of the **NRC/UTU Health and Welfare Plan (GA-690100)** should send claims to UnitedHealthcare, P.O. Box 30985, Salt Lake City, UT 84130-0985. For information, call **1-888-445-4379**.
- Active SMART TD members and others covered under the Comprehensive Health Care Benefit or the Managed Medical Care Program of the **Railroad Employees' National Health and Welfare Plan (GA-23000)**, and retired members and others covered under **UnitedHealthcare Group Policies GA-46000** or **GA-23111 Plans A, B, C** or **E** should send claims to: UnitedHealthcare, P.O. Box 30985, Salt Lake City, UT 84130-0985. For information on **GA-23000**, call **1-800-842-9905**. For information on **GA-46000** or **GA-23111 Plans A, B, C** or **E**, call **1-800-842-5252**.
- For the **Medical Care Coordination Program** (for general questions or to obtain mandatory prior approval for certain tests and procedures as required under the Plan), call the telephone number on your medical identification card.
- For retired SMART TD/UTU members and others covered under **GA-23111 Plan F**, the Medicare Supplement, send claims to UnitedHealthcare, P.O. Box 30304, Salt Lake City, UT 84130-0306. For information, call **1-800-809-0453**.
- For **NurselineSM**, which provides 24/7 access to live nursing professionals and other information, call **1-866-735-5685**.

United Behavioral Health

(<http://www.liveandworkwell.com>)

SMART TD members and others covered for medical benefits under **The NRC/UTU Health and Welfare Plan** or **The Railroad Employees' National Health and Welfare Plan (GA-23000)** needing to take advantage of mental health and substance abuse benefits administered by United Behavioral Health should call **1-866-850-6212**.

Aetna

(<http://www.aetna.com>)

- Those individuals enrolled in the **Managed Medical Care Program** administered by Aetna under the **NRC/UTU Health and Welfare Plan** should send claims to Aetna, P.O. Box 981106, El Paso, TX 79998-1106. For information, call **1-888-332-8742**.
- Those individuals enrolled in the **Managed Medical Care Program** administered by Aetna under the **Railroad Employees' National Health and Welfare Plan** should send claims to Aetna, P.O. Box 981106, El Paso, TX 79998-1106. For information, call **1-800-842-4044**.

- Send claims for **dental benefits** under **Aetna Group Policy GP 12000** to Aetna, P.O. Box 14094, Lexington, KY 40512. Call toll-free **1-877-277-3368**.

Express Scripts

(<http://www.express-scripts.com>)

Members covered under the **NRC/UTU Health and Welfare Plan**, the **Railroad Employees' National Health and Welfare Plan (GA-23000)** or **UnitedHealthcare Group Policy GA-46000** are eligible for a prescription drug care plan and a mail-order maintenance-medication benefit. For information about the drug program under the **NRC/UTU Health and Welfare Plan, GA-23000** and **GA-46000**, call **1-800-842-0070**.

MetLife

(<http://www.metlife.com>)

Active and retired employees who need information about **life** and **accidental death and dismemberment insurance** benefits administered by MetLife as provided for in the **NRC/UTU Health and Welfare Plan** and the **Railroad Employees' National Health and Welfare Plan** should contact MetLife, P.O. Box 14401, Lexington, KY 40512-4401, or call **1-800-310-7770**.

EyeMed Vision Care

(<http://www.eyemedvisioncare.com/railroad>)

Members inquiring about the benefits of the **National Vision Plan** should call **1-855-212-6003**.

Amplifon Hearing Health Care

(www.amplifonusa.com/smartTD)

As a SMART TD member, you and your family members are eligible to receive discounts on hearing exams and on the purchase of hearing aids. Call **Amplifon** at **1-877-310-3057** to take advantage of this benefit.

U.S. Railroad Retirement Board

(<http://www.rrb.gov>)

Active and retired employees are encouraged to contact an RRB representative to inquire about their benefits. Local and regional board offices can be located on the above website or by calling the national toll-free number of **1-877-772-5772**.

Palmetto GBA Railroad Medicare

(<http://www.palmettogba.com>)

Retired employees and/or dependents entitled to **Railroad Medicare** who need information about their **Part B benefits** may contact Palmetto GBA by calling toll-free **(800) 833-4455**.

Miscellaneous

- For former **Switchmens' Union of North America (SUNA)** members holding permanent life insurance under **Aetna Group Policy 47350: Aetna Life and Casualty**, 620 Erie Blvd. West, P.O. Box 4951, Syracuse, NY 13221-4951. Call **315-424-4614**.
- For Yardmaster insurance coverage under **Supplemental Sickness (G-9000)** call Trustmark at **1-800-877-9077**; for **Supplemental Life 29649-G (1898024)** call Minnesota Life at **1-800-328-9442, Ext. 55346**.

\$2,000 Retiree Life Insurance Benefit

- If you retired from railroad service on or after April 1, 1967, you may be eligible for a \$2,000 Retiree Life Insurance benefit. Benefits are administered by MetLife for all retirees from railroads participating in the **NRC/UTU Health & Welfare Plan** and the **Railroad Employees National Health and Welfare Plan (GA-23000)**. To file a claim or to obtain a change-of-beneficiary card, call MetLife at **1-800-310-7770**.
- Retirees are urged to keep this notice with their other important documents and to keep the designated beneficiary up-to-date. When filing a claim, it will be very helpful to know the date the employee last worked, the name of the employing railroad and the employee's Social Security number. These items will assist in

the prompt processing of claims.

Voluntary Short-Term Disability Plan (VSTD) - Rail Members

(www.smart-vstd.com)

SMART TD railroad members covered under the **SMART Voluntary Short Term Disability plan** may obtain information for filing a claim on the SMART VSTD website (**www.smart-vstd.com**). Claim forms, along with instructions for completing the claim form, can be downloaded from the website above. Questions should be directed to **Southern Benefit Administrators** at **844-880-1071**.

Voluntary Short-Term Disability Plan (VSTD) - Bus Members

(www.smart-vstd.com)

SMART TD bus members covered under the **SMART Voluntary Short Term Disability bus plan** may obtain information for filing a claim on the SMART VSTD website (**www.smart-vstd.com**). Claim forms, along with instructions for completing the claim form, can be downloaded from the website above. Questions should be directed to **Southern Benefit Administrators** at **844-880-1071**.

Voluntary Long-Term Disability Plan (VLTD) - All Members

(www.smart-vltd.com)

To enroll in the SMART VLTD Plan, you may speak with an enrollment specialist by calling **224-770-5328**, or by visiting the SMART VLTD website at **www.smart-vltd.com**. Members may also email their questions to **info@smart-vltd.com**.

Your Track To Health

(www.yourtracktohealth.com)

A website collaboratively developed by rail labor and rail managers to provide information about all the National Rail Health and Welfare Plans and Wellness benefits for employees and dependents.