




FOR ACTIVE EMPLOYEES

2023 contact information



▶ Start here

Have questions about your benefits?
Need help enrolling?

CALL	EMAIL	CHAT
<p>Call the PG&E Benefits Service Center at 1-866-271-8144 Monday–Friday, 7:30 a.m.–5 p.m. Pacific time.</p> 	<p>Log in* to your myPlans Connect account and send a secure message to a service representative. You'll get a reply within two business days.</p> 	<p>Log in* to your myPlans Connect account and chat online with a service representative Monday–Friday, 7:30 a.m.–5 p.m. Pacific time.</p> <p>You can also chat 24/7 with Ava, the digital assistant.</p> 

*Go to mypgbenefits.com and click **Log In** under **Manage Your Benefits**.

LOG IN SECURELY

myPlans Connect uses multi-factor authentication to keep your information secure when you log in outside the network. Each time you log in outside of *PG&E@Work for Me*, you'll need your:

- User ID
- Temporary numeric code that will be sent to your email address or mobile phone number (you'll need to receive a new code each time you log in)
- Password



Be sure to use a unique, long password—at least eight characters—to help keep your account secure.

Need help? Call the PG&E Benefits Service Center: **1-866-271-8144**.


Health and wellness

I NEED TO:

- ▶ Sign up for a health screening or tobacco test

Health and Wellness	Contact
<p>Quest Diagnostics Representatives are available</p> <ul style="list-style-type: none"> • Monday–Friday, 5 a.m.–6 p.m. Pacific time • Saturday, 5:30 a.m.–2 p.m. Pacific time 	<p>1-866-271-8144, option 1 and then option 3 Email wellness@questdiagnostics.com</p> <p>Schedule your appointment at My.QuestForHealth.com Sign in or register using the registration key: PG&E2023 Then follow the prompts</p>


- ▶ • Set up my account in the Virgin Pulse portal (you must do this before you can access any of the Virgin Pulse programs and activities)
- Enroll in the tobacco cessation program
- Sign up for health coaching
- Access resources like Journeys, nutrition and sleep guides and participate in challenges

<p>Virgin Pulse Representatives are available Monday–Friday, 5 a.m.–6 p.m. Pacific time</p>	<p>You must first register with Virgin Pulse: On the Virgin Pulse app,  search and select PG&E OR Visit join.virginpulse.com/pgewellness</p> <p>Schedule your phone appointment at: 1-866-271-8144, option 1 and then option 4</p>
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Medical coverage

I NEED TO:


- ▶ • Talk to my medical plan’s Member Services about my benefits
- Preauthorize care
- Find out if my provider belongs to the plan’s network
- Get help filing a claim
- Dispute a claim
- Get a medical plan ID card

Medical	Contact	Group Number
<p>Anthem Blue Cross Health Account Plan (HAP) Representatives are available Monday–Friday, 7 a.m.–8 p.m. Pacific time</p>	<p>1-800-964-0530 anthem.com/ca/pge  Sydney Health app</p>	170157
<p>Kaiser Permanente Health Account Plan (HAP) Representatives are available: • Monday–Friday, 7 a.m.–7 p.m. Pacific time • Saturday and Sunday, 7 a.m.–3 p.m. Pacific time</p>	<p>NORTH: 1-800-663-1771 SOUTH: 1-800-533-1833 kp.org  Kaiser Permanente app</p>	North: 603702 South: 231142
<p>FOR CHIROPRACTIC AND ACUPUNCTURE: American Specialty Health Network (ASH) Representatives are available: • Monday–Friday, 4 a.m.–7 p.m. Pacific time • Saturday, 7 a.m.–5 p.m. Pacific time Closed on holidays</p>	<p>1-800-678-9133 ashcompanies.com</p>	N/A

Express Scripts prescription drug coverage

I NEED TO:

- Find out if my prescription drug is covered
- Dispute a claim
- Get help filing a claim
- Get an Express Scripts ID card

Prescription Drug	Contact	Group Number
Prescription Drug Plan Administered by Express Scripts For Anthem HAP members Representatives are available 24/7; closed Thanksgiving and Christmas	1-800-718-6590 express-scripts.com  Express Scripts app	PGE0000

Prescription drug benefits are included in the Kaiser Permanente HAP

Mental health and substance use disorder coverage

I NEED TO:

- Find out if my treatment will be covered
- Get help filing a claim
- Preauthorize care
- Dispute a claim

Mental Health and Substance Use Disorder	Contact
Mental Health and Substance Use Disorder (MHSUD) Program Administered by Beacon Health Options For Anthem and Kaiser Permanente members Representatives are available 24/7	1-888-445-4436 beaconhealthoptions.com

Dental coverage

I NEED TO:


- Find out if my dentist is a Delta Dental PPO or Premier dentist
- Get a pre-treatment estimate
- Get help filing a claim
- Dispute a claim

Dental	Contact	Group Number
Dental Plan Administered by Delta Dental Representatives are available Monday–Friday, 5 a.m.–8 p.m. Pacific time	1-888-217-5323 deltadentalins.com/pg&e  Delta Dental Mobile app	Utility Dental Plan: 1515-0132 Corporation Dental Plan: 1515-0232 IBEW- and SEIU-represented employees: 1515-0101 ESC-represented employees: 1515-0106

Vision coverage

I NEED TO:

- Find out if my eye doctor is a VSP provider
- Get a cost estimate for vision services and products—
such as exams, lenses, frames and Lasik surgery
- Find out about discounts on frames and retinal screenings
- Get help filing a claim
- Dispute a claim

Vision	Contact	Group Number
Vision Plan Administered by Vision Service Plan (VSP) Representatives are available: • Monday–Saturday, 6 a.m.–5 p.m. Pacific time • Sunday, closed	1-800-877-7195 vsp.com  VSP Vision Care On the Go app	Management and A&T employees: 00401601–Div 1109 Union-represented employees: 00401601–Div 1115

Health Account

I NEED TO:

- ▶ Get help filing a claim or processing a reimbursement through the Health Account

Anthem Health Account

THROUGH DECEMBER 31, 2022:

Administered by HealthEquity | WageWorks

Representatives are available

Monday–Friday, 5 a.m.–5 p.m. Pacific time

1-866-271-8144 to request a claim form

Log in to your myPlans Connect account or go to healthequity.com/wageworks

 EZ Receipts app

or

Fax your completed claim form to HealthEquity | WageWorks: **1-877-353-9236**

or

Mail your completed claim form to:
Claims Administrator
P.O. Box 14053
Lexington, KY 40512

STARTING JANUARY 1, 2023:

Administered by Optum Financial

Representatives are available

Monday–Friday, 5 a.m.–5 p.m. Pacific time

1-866-271-8144 to request a claim form

Log in to your myPlans Connect account or go to OptumFinancial.com

 Optum Financial free mobile app

or

Fax your completed claim form to Optum Financial:

1-443-681-4602

or

Mail your completed claim form to:
Optum Financial Claims Department
P.O. Box 622317
Orlando, FL 32862-2317

Kaiser Permanente Health Account


Administered by Kaiser Permanente

Representatives are available

Monday–Friday, 5 a.m.–7 p.m. Pacific time

1-877-750-3399, option 1 and then **option 2**

kp.org/healthexpense

 Kaiser Permanente HRA/HSA/FSA Balance Tracker app

Flexible Spending Accounts (FSAs)

I NEED TO:

- ▶ Get help filing a claim or processing a reimbursement through the Health Care or Dependent Care Flexible Spending Account (FSA)

Enrolled in the Anthem Health Account Plan (HAP)? Waive medical coverage + enroll in an FSA for the current year?

2022 FSA: THROUGH JUNE 30, 2023

Administered by HealthEquity | WageWorks

Representatives are available

Monday–Friday, 5 a.m.–5 p.m. Pacific time

1-866-271-8144, option 1 and then **option 1** again

Fax your completed claim form to HealthEquity | WageWorks: **1-877-353-9236**

or

Mail your completed claim form to:
Claims Administrator
P.O. Box 14053
Lexington, KY 40512

STARTING JULY 1, 2023

2022 Health Care FSA carryover balances administered by Optum Financial. See below for claims filing information.

2023 FSA: STARTING JANUARY 1, 2023:

Administered by Optum Financial

Representatives are available

Monday–Friday, 5 a.m.–5 p.m. Pacific time

1-866-271-8144 to request a claim form

Log in to OptumFinancial.com to file claims

 Optum Financial free mobile app

or

Fax your completed claim form to Optum Financial:
1-443-681-4602

or

Mail your completed claim form to:
Optum Financial Claims Department
P.O. Box 622317
Orlando, FL 32862-2317

Enrolled in the Kaiser Permanente Health Account Plan (HAP)?


Kaiser Permanente

Representatives are available

Monday–Friday, 5 a.m.–7 p.m. Pacific time

1-866-271-8144, option 1 and then **option 2**

kp.org/healthexpense

 Kaiser Permanente HRA/HSA/FSA Balance Tracker app

Other health and wellness benefits

I NEED TO:

- ▶ Talk with a licensed EAP counselor and get help with day-to-day stresses and concerns

Employee Assistance Program (EAP)

Administered by Beacon Health Options

Onsite counselors

Find counselor contact information and hours:

mypgebenefits.com/EAP

Online appointment scheduler

Schedule video, phone or in-person visits directly online:

pge.mybeaconwellbeing.com/support

Supported browsers are Chrome, Firefox, Safari, Edge

24/7 hotline

1-888-445-4436

- ▶ Find out about COBRA coverage and costs

COBRA

Administered by Optum Financial

Representatives are available

Monday–Friday, 5 a.m.–5 p.m. Pacific time

1-866-271-8144, option 3

OptumFinancial.com

- ▶ Open a Leave or Disability Claim

Sedgwick, CMS

Representatives are available

Monday–Friday, 5 a.m.–5 p.m. Pacific time

1-855-732-8217

claimlookup.com/pge

- ▶ Pay restitution for covering ineligible dependents

Direct billing

Administered by Optum Financial

Representatives are available

Monday–Friday, 5 a.m.–5 p.m. Pacific time

1-866-271-8144, option 3

OptumFinancial.com

- ▶ Report work-related discomfort or injury

24/7 Nurse Care Line

1-888-449-7787

Or submit via the NCL app

- ▶ Find out how to schedule a virtual doctor, psychiatry or counseling appointment

Telehealth

1-888-548-3432

Email customersupport@livehealthonline.com

Kaiser Permanente Video Visits

kp.org/mydoctor/videovisits

- ▶ Anthem members:
Learn about Anthem's cancer case management program

Anthem cancer case management program

Representatives are available

Monday–Friday, 9 a.m.–8 p.m. and

Saturday, 9 a.m.–4:30 p.m. Pacific time

1-888-613-1130

- ▶ Get confidential help managing health concerns

KnovaSolutions

Representatives are available

Monday–Friday, 5 a.m.–5 p.m. Pacific time

1-800-355-0885

ContactKnova@hcmsgroup.com

- ▶ Find out about the PG&E Health Centers

Patient portal: mypremisehealth.com

All hours are Pacific time.

San Carlos: PG&E Health Center

275 Industrial Way, Room 103-104,

San Carlos, CA 94070

Clinic hours: 7 a.m.–4 p.m. (closed for lunch 12–1 p.m.)

Lab hours: 8 a.m.–12 noon

650-598-7227

Fresno: PG&E Health Center

3580 E. California Avenue, Bldg B, Room 01-1502,

Fresno, CA 93702

Clinic hours: 7 a.m.–4 p.m. (closed for lunch 12–1 p.m.)

Lab hours: 8 a.m.–12 noon

559-263-7555

Oakland: Premise Health Wellness Center

2201 Broadway Blvd., Suite 101, Oakland, CA 94612

(two blocks from Lakeside Headquarters)

Clinic hours: 7:30 a.m.–4:30 p.m. (closed for lunch 12:30–1:30 p.m.)

Lab hours: 8 a.m.–12:30 p.m.

510-473-8700

Other health and wellness benefits

continued from previous page

- ▶ Get free sports medicine and ergonomic help at work

Industrial Athlete and Ergonomics

Field coworkers: Email
industrialathlete@pge.com

Office coworkers: Email
officeergonomics@pge.com

- ▶ Talk to someone who is in recovery from his or her own substance use disorder or that of a loved one

Peer Volunteer Program

Peer Volunteers are available 24/7

Call any Peer Volunteer listed at
mypgebenefits.com/PVP

or

call the EAP at **1-888-445-4436**
and ask to have a Peer Volunteer call you back

Retirement benefits


I NEED TO:

- ▶ Get help with my 401(k)

Fidelity

Representatives are available
Monday–Friday except New York Stock Exchange
holidays, 5:30 a.m.–9 p.m. Pacific time

Log in to your NetBenefits account at 401k.com
1-877-PGE-401k (1-877-743-4015)

 NetBenefits app

- ▶ Get help with my retirement questions

PG&E Pension Service Center

Representatives are available
Monday–Friday except holidays,
7:30 a.m.–5 p.m. Pacific time

1-800-700-0057

Beneficiary updates

I NEED TO:

- ▶ Elect or update my beneficiary for life and accident insurance


Log in to your myPlans Connect account
mypgebenefits.com

OR

Call the PG&E Benefits Service Center
1-866-271-8144, option 1 and then **option 5**

- ▶ Elect or update my beneficiary for the 401(k)—PG&E Retirement Savings Plan

Log in to your NetBenefits account
401k.com

 NetBenefits app

- ▶ Elect or update my pre-retirement beneficiaries for the pension—PG&E Retirement Plan

Log in to your PG&E PensionConnect account at
myPensionConnect.com

OR

Call the PG&E Pension Service Center
1-800-700-0057

Address updates

I NEED TO:

- ▶ Update my address or phone number

Log in from work **PG&E@Work for Me > My Personal Information**

OR

Call the PG&E HR Help Line
415-973-4357

Submit a ticket through **AskHR**

Other work/life benefits

I NEED TO:

- ▶ Enroll in the Commuter Transit Program, change or cancel my order or file a claim

Commuter Transit Program

Administered by Optum Financial

Representatives are available
Monday–Friday, 5 a.m.–5 p.m. Pacific time

1-866-271-8144, option 1 and then **option 5**

Log in to your Optum Financial account through myPlans Connect or OptumFinancial.com

- ▶ Change my Paid Sick Leave Designee

PG&E HR Help Line

Representatives are available
Monday–Friday, 8 a.m.–4 p.m. Pacific time

415-973-4357

<http://askhr>

- ▶ Request medical assistance or get help with lost items while traveling on an international business trip

International business travel assistance

Administered by Aetna WorldTraveler

If you're eligible for this service, you'll receive an Aetna WorldTraveler card with contact information and details about how to register.

- ▶ Find locations of Lactation Rooms at Work

Lactation Rooms at Work

mypgebenefits.com >

Work/Life Benefits > Lactation Rooms at Work

- ▶ Learn about work accommodations for special needs

Stay at Work, Return to Work, Absence and Accommodations

Email accommodations-req.pge.com

More details

I NEED TO:

- ▶ Read details about my benefits

Summary of Benefits Handbook

Representatives are available
Monday–Friday, 7:30 a.m.–5 p.m. Pacific time

1-866-271-8144, option 1 and then **option 5**, to request a free copy

mypgebenefits.com/spd

- ▶ Access my legal notices

mypgebenefits.com >
Resources > Legal Notices

- ▶ Get information and publications from the Internal Revenue Service (IRS)

IRS Publications

1-800-829-3676

www.irs.gov

Safety

I NEED TO:

- ▶ Report a motor vehicle incident (MVI)

Motor Vehicle Incident

pgeweb/shareservices/safety

- ▶ Report a near hit

Share Near Hit

1-866-268-6682

Form 1095

I NEED TO:

- ▶ **AFTER JANUARY**—Get a copy of my Form 1095 to verify that I had minimum essential health coverage for the prior year

**Anthem Health Account Plan (HAP)
Kaiser Permanente Health Account Plan (HAP)
PG&E Benefits Service Center
1-866-271-8144**

Other financial services

I NEED TO:

▶ Make life insurance changes

Life insurance

Insured by MetLife; Group Number 74300
Representatives are available
Monday–Friday, 7:30 a.m.–5 p.m. Pacific time

1-866-271-8144, option 1 and then **option 5**

Don't call MetLife. Instead, log in to your myPlans Connect account. MetLife is not the administrator until after you file a claim.

mygebenefits.com

▶ Get help preparing a will or managing the probate process for my estate

Will preparation and estate resolution services

Administered by Hyatt Legal Plans;
Group Number 74300
Representatives are available
Monday–Friday, 5 a.m.–4 p.m. Pacific time

1-800-821-6400

Trusts and estate planning

No-cost consultation and discounted services are available through the Employee Assistance Program (EAP)

1-888-445-4436

pge.mybeaconwellbeing.com/legal

▶ Get help planning or paying for a funeral

Funeral discount and planning services

Administered by MetLife Advantages and Dignity Memorial
Dignity Memorial representatives are available
24/7, 365 days/year

1-866-853-0954

finalwishesplanning.com

Work-related concerns

I NEED TO:

▶ Ask about my job classification or title

PG&E HR Help Line

Representatives are available
Monday–Friday, 8 a.m.–4 p.m. Pacific time

415-973-4357

<http://askhr>

▶ Access my work-related information

PG&E@Work for Me

<https://myportal.pge.com> (PG&E intranet)

▶ Get help with computer and phone issues, including remote access

PG&E Technology Service Center (TSC)

Representatives are available
24 hours a day, 7 days a week

Utility employees: **415-973-9000**

PG&E Corporation employees: **415-267-7025**

▶ Find out about my pay, benefits, time off and other HR-related questions

PG&E@Work for Me > Human Resources

<http://pgeweb/hr/pages/default.aspx>
(PG&E intranet)



Confirm your beneficiaries today

Have you had a change in life status? Did you get married or divorced? Have a baby or adopt a child? Be sure to elect or update your pre-retirement pension, 401(k) and Life and Accident insurance beneficiaries.

Pension—PG&E Retirement Plan

Log in to your PG&E PensionConnect account.

Using a PG&E computer within the network: Go to **PG&E@Work for Me > My Retirement > PG&E PensionConnect**

From a personal device: Log in at **myPensionConnect.com**

Need help? Call the PG&E Pension Service Center:
1-800-700-0057

401(k)—PG&E Retirement Savings Plan

Log in to your NetBenefits account at **401k.com**

Life and accident insurance

Log in to your myPlans Connect account: **mypgebenefits.com**

OR

Call the PG&E Benefits Service Center: **1-866-271-8144**



These are all separate elections. Your beneficiary elections for one benefit won't carry over to another benefit.