




# Contact information



## ▶ Start here

Have questions about your benefits?  
Need help enrolling?

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

\*Go to [mypgbenefits.com](https://mypgbenefits.com) and click **Log In** under **Manage Your Benefits**.

### LOG IN SECURELY

Mercer BenefitsCentral 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
- Password
- 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)



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><b>Quest Diagnostics</b> Representatives are available</p> <ul style="list-style-type: none"> <li>• Monday–Friday, 5 a.m.–6 p.m. Pacific time</li> <li>• Saturday, 5:30 a.m.–2 p.m. Pacific time</li> </ul>	<p><b>1-866-271-8144, option 1</b> and then <b>option 3</b> Email <a href="mailto:wellness@questdiagnostics.com">wellness@questdiagnostics.com</a></p> <p>Schedule your appointment at <a href="http://my.questforhealth.com">my.questforhealth.com</a> Use registration key <b>PG&amp;E2020</b> Under <b>Confirm Your Eligibility</b>, enter your <b>LANID</b></p>

- ▶
  - Set up my account in the Health & Wellness 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

<p><b>Virgin Pulse</b> Representatives are available Monday–Friday, 5 a.m.–6 p.m. Pacific time</p>	<p>You must first set up an online account: <a href="http://join.virginpulse.com/pgewellness">join.virginpulse.com/pgewellness</a></p> <p>Schedule your phone appointment at: <b>1-866-271-8144, option 1</b> and then <b>option 4</b></p> <p> Virgin Pulse app</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><b>Anthem Blue Cross Health Account Plan (HAP)</b> Representatives are available Monday–Friday, 7 a.m.–8 p.m. Pacific time</p>	<p><b>1-800-964-0530</b> <a href="http://anthem.com/ca/pgc">anthem.com/ca/pgc</a>  Sydney app</p>	170157
<p><b>Kaiser Permanente Health Account Plan (HAP)</b> Representatives are available:</p> <ul style="list-style-type: none"> <li>• Monday–Friday, 7 a.m.–7 p.m. Pacific time</li> <li>• Saturday and Sunday, 7 a.m.–3 p.m. Pacific time</li> </ul>	<p><b>NORTH: 1-800-663-1771</b> <b>SOUTH: 1-800-533-1833</b> <a href="http://kp.org">kp.org</a>  Kaiser Permanente app</p>	North: 603702 South: 231142
<p><b>FOR CHIROPRACTIC AND ACUPUNCTURE:</b> <b>American Specialty Health Network (ASH)</b> Representatives are available:</p> <ul style="list-style-type: none"> <li>• Monday–Friday, 4 a.m.–7 p.m. Pacific time</li> <li>• Saturday, 7 a.m.–5 p.m. Pacific time</li> </ul> <p>Closed on holidays</p>	<p><b>1-800-678-9133</b> <a href="http://ashcompanies.com">ashcompanies.com</a></p>	N/A

## Express Scripts prescription drug coverage

### I NEED TO:

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

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

Prescription drug benefits are included in the Kaiser HAP

## Mental health and substance use disorder coverage

### I NEED TO:

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

Mental Health and Substance Use Disorder	Contact
<b>Mental Health and Substance Use Disorder (MHSUD) Program</b> Administered by Beacon Health Options <b>For Anthem and Kaiser members</b> Representatives are available 24/7	1-888-445-4436 <a href="http://beaconhealthoptions.com">beaconhealthoptions.com</a>

## 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
<b>Dental Plan</b> Administered by Delta Dental Representatives are available Monday–Friday, 5 a.m.–8 p.m. Pacific time	<b>1-888-217-5323</b> <a href="http://deltadentalins.com/pg&amp;e">deltadentalins.com/pg&amp;e</a>  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
<b>Vision Plan</b> Administered by Vision Service Plan (VSP) Representatives are available: <ul style="list-style-type: none"> <li>• Monday–Friday, 5 a.m.–8 p.m. Pacific time</li> <li>• Saturday, 6 a.m.–5 p.m. Pacific time</li> </ul>	<b>1-800-877-7195</b> <a href="http://vsp.com">vsp.com</a>  VSP Vision Care On the Go app	<b>Management and A&amp;T employees:</b> 00401601–Div 103, Class 10 <b>Union-represented employees:</b> 00401601–Div 115, Class 3

## Health Account

### I NEED TO:

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

#### Anthem Health Account

Administered by 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, to request a claim form

Fax your completed claim form to WageWorks:

**1-877-353-9236**

or


Mail your completed claim form to:

Claims Administrator

P.O. Box 14053

Lexington, KY 40512

 EZ Receipts app

 Watch a short video about how to get reimbursed: [myggebenefits.com](http://myggebenefits.com) > Resources > BeneTV > Anthem Members: How to file a claim for reimbursement

#### Kaiser 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/healthpayment](http://kp.org/healthpayment)

 Kaiser HRA/HSA/FSA Balance Tracker app

 Watch a short video about how to get reimbursed: [myggebenefits.com](http://myggebenefits.com) > Resources > BeneTV > Kaiser Members: How to file a claim for reimbursement

## 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 2017?

##### 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

Log in to your Mercer BenefitsCentral account or go to [wageworks.com](http://wageworks.com)

 EZ Receipts app

 Watch a short video about how to get reimbursed: [myggebenefits.com](http://myggebenefits.com) > Resources > BeneTV > Anthem Members: How to file a claim for reimbursement

#### Enrolled in the Kaiser 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/healthpayment](http://kp.org/healthpayment)

 Kaiser HRA/HSA/FSA Balance Tracker app

 Watch a short video about how to get reimbursed: [myggebenefits.com](http://myggebenefits.com) > Resources > BeneTV > Kaiser Members: How to file a claim for reimbursement

## Form 1095

### I NEED TO:

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

Anthem Health Account Plan (HAP)

Kaiser Health Account Plan (HAP)

PG&E Benefits Service Center

**1-866-271-8144**

## 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  
Representatives are available 24/7

**1-888-445-4436**

[achievesolutions.net/pgc](http://achievesolutions.net/pgc)

- ▶ Find out about COBRA coverage and costs

#### COBRA

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

**1-866-271-8144, option 3**

[mybenefits.wageworks.com](http://mybenefits.wageworks.com)

- ▶ Open a Leave or Disability Claim

#### Sedgwick, CMS

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

**1-855-732-8217**

[claimlookup.com/pgc](http://claimlookup.com/pgc)

- ▶ Pay restitution for covering ineligible dependents

#### Direct billing

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

**1-866-271-8144, option 3**

[mybenefits.wageworks.com](http://mybenefits.wageworks.com)

- ▶ Find out how to schedule a virtual doctor's appointment

#### Telemedicine

**1-855-603-7985**

Email [customersupport@livehealthonline.com](mailto:customersupport@livehealthonline.com)

#### Kaiser Video Visits

[kp.org/mydoctor/videovisits](http://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](mailto:ContactKnova@hcmsgroup.com)

- ▶ Find out about the PG&E Health Center

#### PG&E Health Center

Location: 77 Beale Street, 3rd floor,  
San Francisco, CA 94105  
Clinic hours: Monday–Friday, 7 a.m.–4 p.m.  
Lab hours: Monday–Friday, 7 a.m.–3:30 p.m.  
**628-201-3555** (walk-ins welcome)

- ▶ Report work-related discomfort or injury

#### 24/7 Nurse Care Line

**1-888-449-7787**

**Generation employees** and employees working in the **Concord, Fresno or San Carlos Service Centers** should call the CareOnSite Nurse Care Line at **1-877-888-8656**.

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Other health and wellness benefits  
continued from previous page

▶ Get free sports medicine and ergonomic help at work

**Industrial Athlete and Ergonomics**  
Email [industrialathlete@pge.com](mailto:industrialathlete@pge.com) or [ergonomics@pge.com](mailto:ergonomics@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 [peervolunteers.org](http://peervolunteers.org) or call the EAP at **1-888-445-4436**, and ask to have a Peer Volunteer call you back  
Email [PVP@pge.com](mailto:PVP@pge.com)

## 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](http://401k.com)  
**1-877-PGE-401k (1-877-743-4015)**  
 NetBenefits app

▶ Get help with my retirement questions

**PG&E Pension Call Center**  
Representatives are available Monday–Friday except holidays, 7:30 a.m.–3:30 p.m. Pacific time  
**1-800-700-0057**  
Email [HRPensionQuestions@pge.com](mailto:HRPensionQuestions@pge.com)

## Beneficiary updates

### I NEED TO:

▶ Elect or update my beneficiary for life and accident insurance


Log in to your Mercer BenefitsCentral account [mypgebenefits.com](http://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](http://401k.com)

 NetBenefits app

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

Email [HRPensionQuestions@pge.com](mailto:HRPensionQuestions@pge.com)

#### OR

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

## 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 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

Log in to your WageWorks account through Mercer  
BenefitsCentral or [wageworks.com](http://wageworks.com)

- ▶ Change my Paid Sick Leave Designee

#### PG&E HR Solutions Center

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

**415-973-4357**

<http://askhr>

- ▶ Request medical assistance or get help with lost items while traveling

#### Travel assistance

Administered by AXA Assistance USA, Inc.  
Representatives are available 24/7

**1-800-454-3679**

[webcorp.axa-assistance.com](http://webcorp.axa-assistance.com)

Login: axa/Password: travelassist

- ▶ Find locations of Mothers' Rooms at Work

#### Mothers' Rooms at Work

[mypgebenefits.com](http://mypgebenefits.com) >

**Work/Life Benefits > Mothers' Rooms at Work**

- ▶ Learn about work accommodations for special needs

#### Stay at Work, Return to Work, Absence and Accommodations

Email [accommodations-req.pge.com](mailto: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  
[spd.mypgebenefits.com](http://spd.mypgebenefits.com)

- ▶ Access my legal notices

[mypgebenefits.com](http://mypgebenefits.com) >  
**Resources > Legal Notices**

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

#### IRS Publications

**1-800-829-3676**

[www.irs.gov](http://www.irs.gov)

## Safety

### I NEED TO:

- ▶ Report a motor vehicle incident (MVI)

#### Motor Vehicle Incident

[pgweb/sharedservices/safety](http://pgweb/sharedservices/safety)

- ▶ Report a near hit

#### Share Near Hit

**1-866-268-6682**



## 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 Mercer BenefitsCentral account. MetLife is not the administrator until after you file a claim.

[myggebenefits.com](http://myggebenefits.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

Free consultation and discounted services are available through the Employee Assistance Program (EAP)

**1-888-445-4436**

- ▶ 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](http://finalwishesplanning.com)

## Work-related concerns

### I NEED TO:

- ▶ Ask about my job classification or title

#### HR Solutions Center

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

**1-800-788-2363**

<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)



## Don't lose your benefits: 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.**

**Did you know?** Any vested benefit you have under the PG&E Retirement Plan **will be forfeited** if:

- You die before you start taking your pension benefit, and
- You're single or in a domestic partnership, and
- **You haven't elected your pre-retirement pension beneficiary.**

### Pension—PG&E Retirement Plan

Email [HRPensionQuestions@pge.com](mailto:HRPensionQuestions@pge.com)

**OR**

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

### 401(k)—PG&E Retirement Savings Plan

Log in to your NetBenefits account at [401k.com](http://401k.com)

### Life and accident insurance

Log in to your Mercer BenefitsCentral account:  
[mypgebenefits.com](http://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.**