




2023 contact information

▶ Start here
 Have questions about your benefits? Need help enrolling?


CALL	EMAIL	CHAT
Call the PG&E Benefits Service Center at 1-866-271-8144 Monday–Friday, 7:30 a.m.–5 p.m. Pacific time 	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 	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 You can also chat 24/7 with Ava , the digital assistant. 

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

Medical coverage

I NEED TO:


- Talk to Member Services about my benefits
- Find out if my provider belongs to the plan’s network
- Preauthorize care
- Get an Anthem Gold Plan ID card

MEDICAL	CONTACT	GROUP NUMBER
Anthem Gold Plan Representatives are available Monday–Friday, 7 a.m.–8 p.m. Pacific time	1-800-964-0530 anthem.com/ca/pg  Sydney Health app	170157
For chiropractic and acupuncture preauthorization required after five visits: American Specialty Health Network (ASH)	1-800-678-9133	N/A

Prescription drug coverage

I NEED TO:

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

PRESCRIPTION DRUG	CONTACT	GROUP NUMBER
Administered by Express Scripts Representatives are available 24/7; closed Thanksgiving and Christmas	1-800-718-6590 express-scripts.com  Express Scripts app	PGE0000

Mental health and substance use disorder coverage

I NEED TO:

- Find out if my treatment is covered
- Request preauthorization
- Get help with a claim

MENTAL HEALTH & SUBSTANCE USE DISORDER	CONTACT
Administered by Beacon Health Options Representatives are available 24/7	1-888-445-4436 beaconhealthoptions.com

COBRA

I NEED TO:

Continue Anthem Gold Plan coverage through COBRA after my Hiring Hall coverage ends

COBRA	CONTACT
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

Form 1095

I NEED TO:

After January 31, 2023 —get a copy of my Form 1095 to verify that I had minimum essential health coverage for 2022
Anthem Gold Plan 1-866-271-8144

More details

I NEED TO:

Read details about my benefits, including time off and leaves of absence
mypgebenefits.com > Life Events > I accepted a Hiring Hall position
Summary of Benefits Handbook 1-866-271-8144 to request a free copy Representatives are available Monday–Friday, 7:30 a.m.–5 p.m. Pacific time mypgebenefits.com/spd