






FOR EMPLOYEES ON LONG-TERM DISABILITY (LTD)

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</p> <p>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**.

PG&E benefits and coverage options

I NEED TO:

- ▶ Talk to someone about my medical, dental, vision and life insurance options and premium costs
- ▶ Get help with claims and billing issues

PG&E Benefits Service Center

Representatives are available
Monday–Friday, 7:30 a.m.–5 p.m. Pacific time
1-866-271-8144

Medicare and Social Security benefits

I NEED TO:

- ▶ Get help enrolling in Medicare for potentially eligible disabled employees and dependents

Medicare disability

Social Security Advocacy is provided through Allsup, Inc.

Representatives are available
Monday–Friday, 6 a.m.–3 p.m. Pacific time

1-888-339-0743

- ▶ Enroll in Medicare
- ▶ Get a Medicare card

Social Security for Medicare

1-800-772-1213

[socialsecurity.gov/medicare](https://www.socialsecurity.gov/medicare)

- ▶ Get claims-specific or general Medicare information

Medicare

1-800-633-4227

[medicare.gov](https://www.medicare.gov)

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
Anthem Blue Cross-Administered Plans: Network Access Plan (NAP) Comprehensive Access Plan (CAP) Representatives are available Monday–Friday, 7 a.m.–8 p.m. Pacific time	1-800-964-0530 anthem.com/ca/pge  Sydney Health app	170157
Kaiser Permanente EPO (North and South) Representatives are available: <ul style="list-style-type: none"> • Monday–Friday, 7 a.m.–7 p.m. Pacific time • Saturday and Sunday, 7 a.m.–3 p.m. Pacific time 	NORTH: 1-800-663-1771 SOUTH: 1-800-533-1833 kp.org  Kaiser Permanente app	North: 603702 South: 231142
Kaiser Permanente Senior Advantage (North and South) Representatives are available Monday–Friday, 8 a.m.–5 p.m. Pacific time	1-800-443-0815 kp.org  Kaiser Permanente app	North: 28 South: 107932
Hearing Aid Reimbursement for Kaiser Permanente Senior Advantage (North and South) Administered by the PG&E Benefits Service Center Representatives are available Monday–Friday, 7:30 a.m.–5 p.m. Pacific time	1-866-271-8144	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
Prescription Drug Plan Administered by Express Scripts For NAP and CAP 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 plans.

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
<p>Mental Health and Substance Use Disorder (MHSUD) Program Administered by Beacon Health Options Representatives are available 24/7</p> <p>Some benefits are administered by Kaiser Permanente. For specific benefits, see the 2023 Medical Plan Comparison Charts.</p>	<p>1-888-445-4436 beaconhealthoptions.com</p>

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
<p>Dental Plan Administered by Delta Dental Representatives are available Monday–Friday, 5 a.m.–8 p.m. Pacific time</p>	<p>1-888-217-5323 deltadentalins.com/pg&e 📱 Delta Dental Mobile app</p>	<p>Management and A&T employees (Utility): 1515-0133 Management and A&T employees (Corporation): 1515-0233 IBEW- and SEIU-represented employees: 1515-0111 ESC-represented employees: 1515-0116</p>

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

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, option 1 and then **option 1** again to request a claim form

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

Log in to your HealthEquity | WageWorks account; then click **Profile > Authorized Individuals**. Complete the requested information and click **Save Changes**.

 EZ Receipts app

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, option 1 and then **option 2** to request a claim form

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

STARTING FEBRUARY 3, 2023:

Log in to OptumFinancial.com to file claims

or

Use the Optum Financial free mobile app 

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

kp.org/healthexpense

 KP HRA/HSA/FSA Balance Tracker app

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 Network Access Plan (NAP)
Anthem Comprehensive Access Plan (CAP)
Kaiser Permanente EPO

PG&E Benefits Service Center

1-866-271-8144

Kaiser Permanente Senior Advantage HMO
Centers for Medicare & Medicaid Services (CMS)

1-800-MEDICARE (1-800-633-4227)

TTY: 1-877-486-2048

Reference **CMS Product No. 11865** when calling Medicare with questions about Form 1095

Other 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

- ▶ 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

- ▶ Update my life insurance beneficiary or get help with a claim

Life insurance

Administered by MetLife; Group Number 74300

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

1-866-271-8144

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

mypgebenefits.com

- ▶ Pay my COBRA premium or get help with my COBRA coverage

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

- ▶ 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

Address and phone updates

I NEED TO:

Update my address or phone number

You must use your home address, not a P.O. Box or other mailing address. If you live in a nursing home, your home address is your nursing home's street address.

PG&E HR Help Line

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

415-973-4357

Also call the LTD administrator at
1-855-732-8217.

Beneficiary updates

I NEED TO:

Update my beneficiary

Life and accident insurance

Log in to your myPlans Connect account:
myggebenefits.com

OR

Call the PG&E Benefits Service Center:

1-866-271-8144

401(k)—PG&E Retirement Savings Plan

Log in to your NetBenefits account at
401k.com

Pension—PG&E Retirement Plan

PG&E Pension Service Center

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

1-800-700-0057

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 to request a free copy

myggebenefits.com/spd