






FOR RETIREES AND SURVIVING DEPENDENTS

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 mygebenefits.com and click **Log In** under **Manage Your Benefits**.

Medical plan options and life insurance coverage

Retirees, surviving dependents and beneficiaries

I NEED TO:

- ▶ Talk to someone about my medical plan options, premium costs and postretirement life insurance coverage
- ▶ Find out my Retiree Medical Savings Account (RMSA) balance, if eligible
- ▶ Update my postretirement life insurance beneficiary
- ▶ Call to report a retiree's death
- ▶ Call to collect postretirement life insurance benefits
- ▶ Get help with a postretirement life insurance claim

PG&E Benefits Service Center

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

Retirees and dependents

- ▶ Use the Retiree Medical Estimator
- ▶ Update my postretirement life insurance beneficiary
- ▶ Get information about PG&E-sponsored retiree medical and postretirement life insurance benefits

myPlans Connect®

Log in to your account from any computer or mobile device:

mygebenefits.com > **Manage Your Benefits > Log in**

Medicare and Social Security benefits

I NEED TO:

- ▶ Enroll in Medicare
- ▶ Get a Medicare card

Social Security for Medicare

1-800-772-1213
socialsecurity.gov/medicare

- ▶ Get claims-specific or general Medicare information

Medicare
1-800-633-4227
medicare.gov

- ▶ Get help enrolling in Medicare for potentially eligible disabled retirees 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

- ▶ Find information about what I need to provide to get survivors' benefits
- ▶ Learn how to apply

Social Security for survivors' benefits
ssa.gov/survivors








- ▶ Apply for survivors' benefits

Social Security for survivors' benefits
1-800-772-1213 or contact your local Social Security office
You can't apply online

Medical coverage

I NEED TO:


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

Medical	Contact	Group Number
Blue Shield HMO and Medicare Coordination of Benefits (COB) HMO Representatives are available: <ul style="list-style-type: none"> • Monday–Thursday, 7 a.m.–7 p.m. Pacific time • Friday, 9 a.m.–7 p.m. Pacific time 	1-855-256-9404 blueshieldca.com  Blue Shield of California app	W0051474
Health Net HMO Representatives are available Monday–Friday, 8 a.m.–6 p.m. Pacific time	1-800-522-0088 healthnet.com  Health Net Mobile app	68992N
Health Net Medicare Coordination of Benefits (COB) HMO Medical questions: Health Net representatives are available Monday–Friday, 8 a.m.–6 p.m. Pacific time Pharmacy questions: SilverScript representatives are available 24/7; closed Thanksgiving and Christmas	Medical questions: 1-800-522-0088 Pharmacy questions: 1-888-648-9626 healthnet.com  Health Net Mobile app	68992M
Health Net Seniority Plus Representatives are available Monday–Friday, 7:30 a.m.–5 p.m. Pacific time	Current members: 1-800-275-4737 Prospective members: 1-800-596-6565 healthnet.com  Health Net Mobile app	68992S
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 Corporation: 738-003; Utility: 603702 SOUTH Corporation: 107932-5; Utility: 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: 738 SOUTH: 107932
Hearing Aid Reimbursement for Blue Shield Medicare COB HMO and Kaiser Permanente Senior Advantage Plans 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
Anthem Blue Cross-Administered Plans: Network Access Plan (NAP) Comprehensive Access Plan (CAP) Retiree Optional Plan (ROP) Medicare Supplemental Plan (MSP) Representatives are available Monday–Friday, 7 a.m.–8 p.m. Pacific time	1-800-964-0530 anthem.com/ca/page  Sydney Health app	170157

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
<p>Prescription Drug Plan Administered by Express Scripts</p> <p>For NAP, CAP, ROP and MSP Representatives are available 24/7; closed Thanksgiving and Christmas</p>	<p>1-800-718-6590 express-scripts.com/pgeretiree Visit during Open Enrollment to compare Express Scripts benefits across the Anthem plans. express-scripts.com Register and log in to print a temporary copy of your ID card and view your claims and pharmacy history.  Express Scripts app</p>	PGE0000

Prescription drug benefits for the HMOs are included in the HMO plans.

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
<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 the plans. For specific benefits, see the 2023 Medical Plan Comparison Charts.</p>	<p>1-888-445-4436 beaconhealthoptions.com</p>

Retiree Health Account

I NEED TO:

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

Anthem Retiree 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

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

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 Retiree 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

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)
Anthem Retiree Optional Plan (ROP)
Blue Shield HMO
Health Net HMO
Kaiser Permanente EPO

PG&E Benefits Service Center
1-866-271-8144

Blue Shield Medicare Coordination of Benefits (COB) HMO

Health Net Medicare COB HMO

Health Net Seniority Plus (a Medicare Advantage HMO)

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:

- ▶ Find out when my COBRA coverage will end
- ▶ Pay my COBRA premium

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

- ▶ Pay the bill I get for my monthly retiree medical plan premium
- ▶ Pay restitution for covering ineligible dependents in my PG&E-sponsored retiree medical plan

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

Pension: Retirement Plan

Retirees

I NEED TO:

- ▶ • Change my direct deposit information:
 - Stop getting direct deposits and request paper checks
 - Start direct deposits or change my banking information
- Change my tax withholding
- Talk to someone for help with my pension payments
- Learn about my pension benefits

PG&E Pension Service Center

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

1-800-700-0057

Pension beneficiaries and surviving dependents

- ▶ • Start joint pension payments
- Get help with survivor benefits

PG&E Pension Service Center

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

1-800-700-0057

401(k): Retirement Savings Plan (RSP)

Retirees

I NEED TO:


- ▶ • Update my 401(k) beneficiary
- See my account balance
- Change my investment mix
- Request a distribution
- Use Fidelity's investment tools

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 professional management for my 401(k) account

Edelman Financial Engines

Fee-based Professional Management,
available through your NetBenefits account

1-877-401-5762

EdelmanFinancialEngines.com/forpge



Address and phone updates

I NEED TO:

▶ Update my address or phone

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.

Address updates for pension, retiree medical and postretirement life insurance

For retirees and survivors—even if you don't have a pension

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

OR

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

Address updates for PG&E 401(k) plan

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:

401k.com

1-877-PGE-401k (1-877-743-4015)

 NetBenefits app

Information for your Power of Attorney (POA) agent

I'M A POA AGENT AND I NEED TO:

▶ Register my Power of Attorney (POA) with PG&E so I can act on behalf of my principal (the person I represent)

- Change benefit coverage for my principal
- Get a copy of my principal's Personalized Enrollment Worksheet to see available plans and costs

PG&E Benefit Service Center

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

1-866-271-8144

POA agents will need to call to:

- Register the POA
- Request a Personalized Enrollment Worksheet
- Find out how much is available in PG&E-funded retirement account (RMSA, RMEC, RPOA) to help pay for retiree medical premiums
- Make benefit elections for their principal

▶ Get a copy of the Open Enrollment Guide and Medical Plan Comparison Charts

Go to mypgbenefits.com > Resources > Open Enrollment Guides

Beneficiary updates

I NEED TO:

▶ Update my beneficiary

Postretirement life insurance

Log in to your myPlans Connect account:
myggebenefits.com

OR

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

401(k)—PG&E Retirement Savings Plan

Log in to your NetBenefits account:
401k.com

Pre-retirement pension beneficiary

If you haven't started taking your pension benefit, update your pre-retirement pension beneficiaries:

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

OR

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



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

More details

I NEED TO:

▶ Read details about my benefits

Summary of Benefits Handbook

Call **1-866-271-8144** to request a free copy
Representatives are available
Monday–Friday, 7:30 a.m.–5 p.m. Pacific time
myggebenefits.com/spd