




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 Mercer BenefitsCentral 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 Mercer BenefitsCentral account and chat online with a service representative Monday–Friday, 7:30 a.m.–5 p.m. Pacific time</p> 

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

Health and wellness

I NEED TO:

- Sign up for a health screening or tobacco test
- Enroll in Provant's tobacco cessation program

Health and Wellness	Contact
<p>Provant For health screenings and tobacco cessation Representatives are available Monday–Friday, 5 a.m.–5 p.m. Pacific time</p>	<p>1-866-271-8144, option 2 pge.provantone.com Email pgesupport@provanthealth.com</p>

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
ACTIVE EMPLOYEES		
Anthem Blue Cross Health Account Plan (HAP) Representatives are available Monday–Friday, 7 a.m.–8 p.m. Pacific time	1-800-964-0530 anthem.com/ca/pge	170157
Kaiser Permanente Health Account Plan (HAP) 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 1-800-678-9133 ashcompanies.com	North: 603702 South: 231142 N/A
FOR CHIROPRACTIC AND ACUPUNCTURE American Specialty Health Network (ASH) Representatives are available: <ul style="list-style-type: none"> • Monday–Friday, 4 a.m.–7 p.m. Pacific time • Saturday, 7 a.m.–5 p.m. Pacific time Closed on holidays		
LTD EMPLOYEES		
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	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	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	North: 28 South: 107932

Continued on next page

Medical coverage (continued)

I NEED TO:

Medical	Contact	Group Number
LTD EMPLOYEES (continued)		
Hearing Aid Reimbursement for Kaiser Senior Advantage (North and South) Contact 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
HIRING HALL EMPLOYEES		
Anthem Gold Plan: Representatives are available Monday–Friday, 7 a.m.–8 p.m. Pacific time	1-800-964-0530 anthem.com/ca/pge	170157
For chiropractic and acupuncture preauthorization required after five visits: American Specialty Health Network (ASH)	1-800-678-9133	N/A
RETIREES AND SURVIVING DEPENDENTS		
Anthem Blue Cross-Administered Plans: Network Access Plan (NAP) Comprehensive Access Plan (CAP) Retiree Options 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/pge	170157
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 	1-888-235-1765 blueshieldca.com/pge	H11473
Health Net HMO Representatives are available Monday–Friday, 8 a.m.–6 p.m. Pacific time	1-800-522-0088 kp.org	68992N

Continued on next page

Medical coverage (continued)

I NEED TO:

Medical	Contact	Group Number
RETIREES AND SURVIVING DEPENDENTS (continued)		
<p>Health Net Medicare Coordination of Benefits (COB) HMO</p> <p>Medical questions: Health Net representatives are available Monday–Friday, 8 a.m.–6 p.m. Pacific time</p> <p>Pharmacy questions: SilverScript representatives are available 24/7; closed Thanksgiving and Christmas</p>	<p>Medical questions: 1-800-522-0088</p> <p>Pharmacy questions: 1-888-648-9626 healthnet.com</p>	68992M
<p>Health Net Seniority Plus</p> <p>Representatives are available Monday–Friday, 7:30 a.m.–5 p.m. Pacific time</p>	<p>Current members: 1-800-275-4737</p> <p>Prospective members: 1-800-596-6565 healthnet.com</p>	68992S
<p>Kaiser Permanente EPO (North and South)</p> <p>Representatives are available:</p> <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 	<p>NORTH: 1-800-663-1771 SOUTH: 1-800-533-1833 kp.org</p>	<p>NORTH Corporation: 738-003; Utility: 603702</p> <p>SOUTH Corporation: 107932-5; Utility: 231142</p>
<p>Kaiser Permanente Senior Advantage (North and South)</p> <p>Representatives are available: Monday–Friday, 8 a.m.–5 p.m. Pacific time</p>	<p>1-800-443-0815 kp.org</p>	<p>NORTH: 738 SOUTH: 107932</p>
<p>Hearing Aid Reimbursement for Blue Shield and Kaiser Senior Advantage Plans</p> <p>Contact the PG&E Benefits Service Center Representatives are available Monday–Friday, 7:30 a.m.–5 p.m. Pacific time</p>	<p>1-866-271-8144</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
Prescription Drug Plan Administered by Express Scripts For Anthem members Representatives are available 24/7; closed Thanksgiving and Christmas	1-800-718-6590 express-scripts.com	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
- Preauthorize care
- Get help filing a claim
- Dispute a claim

Mental Health and Substance Use Disorder (MHSUD)

Contact

ACTIVE EMPLOYEES

For Anthem and Kaiser members

Administered by Beacon Health Options
Representatives are available 24/7

1-888-445-4436

beaconhealthoptions.com

LTD EMPLOYEES

Administered by Beacon Health Options
Representatives are available 24/7

Anthem plans

Beacon Health Options administers all mental health and substance use disorder services

Kaiser plans

Some services are administered only by Kaiser; some only by Beacon Health Options; and some by either Kaiser or Beacon Health Options.

See **the Medical Plan Comparison Charts** for details.

1-888-445-4436

beaconhealthoptions.com

HIRING HALL EMPLOYEES

Administered by Beacon Health Options
Representatives are available 24/7

1-888-445-4436

beaconhealthoptions.com

RETIREES AND SURVIVING DEPENDENTS

Administered by Beacon Health Options

NAP, CAP: All mental health and substance use disorder services

Kaiser EPO and all HMOs, including Medicare COB HMOs and Medicare Advantage HMOs:

Substance use disorder services only (Kaiser EPO outpatient substance use disorder services are provided through Kaiser)

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
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ACTIVE EMPLOYEES

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

<p>Dental Plan Administered by Delta Dental Representatives are available Monday–Friday, 5 a.m.–5 p.m. Pacific time</p>	<p>1-888-217-5323 deltadentalins.com/pg&e</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>
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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

Dental	Contact	Group Number
<p>Vision Plan Administered by Vision Service Plan (VSP) Representatives are available:</p> <ul style="list-style-type: none"> • Monday–Friday, 5 a.m.–8 p.m. Pacific time • Saturday, 6 a.m.–5 p.m. Pacific time 	<p>1-800-877-7195 vsp.com</p>	<p>Management and A&T employees: 00401601–Div 103, Class 10</p> <p>Union-represented employees: 00401601–Div 115, Class 3</p>

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 6 and then
option 1 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

Download the EZ Receipts free mobile app
for full access to your WageWorks account

Kaiser 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/healthpayment

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?

WageWorks

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

1-866-271-8144, option 6 and then **option 1**

Log in to your Mercer BenefitsCentral account
or go to wageworks.com

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 6 and then **option 2**

kp.org/healthpayment

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)
Anthem Gold Plan
Anthem Network Access Plan (NAP)
Anthem Comprehensive Access Plan (CAP)
Anthem Retiree Optional Plan (ROP)
Blue Shield 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 health and wellness benefits

I NEED TO:

Quit tobacco through Provant's five-session, telephonic tobacco cessation program

Provant tobacco cessation program

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

1-866-271-8144, option 2

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

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 5

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

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 5

mybenefits.wageworks.com

Other health and wellness benefits (continued)

I NEED TO:

Find out how to schedule a virtual doctor's appointment

Telemedicine

1-855-603-7985

Email customersupport@livehealthonline.com

Kaiser Video Visits

kp.org/mydoctor/videovisits

Anthem members: Learn about Optum's Cancer Support Program

Anthem members: Optum Cancer Support Program

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

1-866-877-5399

Email cancer_resource_services@optum.com

Get confidential help managing health concerns

KnovaSolutions

Representatives are available
Monday–Thursday, 7 a.m.–6 p.m. and
Friday 7 a.m.–4 p.m. Pacific time

1-800-355-0885

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 Report Line

1-888-449-7787

Get free sports medicine and ergonomic help at work

Industrial Athlete and Ergonomics

Email industrialathlete@pge.com or
ergonomics@pge.com

Talk to someone who has successfully dealt with 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 or call the EAP at

1-888-445-4436

and ask to have a Peer Volunteer call you back

Email 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

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

Learn about the Financial Engines
Professional Management Income+ service

Available if you're age 60 or within five years
of retirement

Financial Engines

1-877-401-5762

Or click the link on 401k.com

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

Retirees: Talk to someone for help with my
pension payments

PG&E Payroll Service Center

Representatives are available
Monday–Friday,
8 a.m.–4 p.m. Pacific time
(closed 12–12:30 p.m. for lunch)

415-973-3767

Select option 2 for a representative who
specializes in helping pensioners

Retirees: Change my pension tax withholding
or direct deposit information

PG&E online Pension Center

Login required

<https://pgepensioncenter.com>

Joint pensioners and surviving dependents:
Start joint pension payments and get help with
survivor benefits

PG&E Pension Call Center

1-800-700-0057

Email HRPensionQuestions@pge.com

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

Log in to your WageWorks account through
Mercer BenefitsCentral or

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

Login: [axa](#)/Password: [travelassist](#)

Find locations of Mothers' Rooms at Work

mypgebenefits.com >

Work/Life Benefits > Mothers' Rooms at Work

Other work/life benefits

(continued)

I NEED TO:

Learn about work accommodations for special needs

Stay at Work, Return to Work, Absence and Accommodations

Email accommodations-req.pge.com

Apply for the Adoption Reimbursement program

PG&E Benefits Service Center

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

1-866-271-8144

mypgebenefits.com > **Work/Life Benefits > Adoption Resources**

Apply for the Tuition Refund Program

mypgebenefits.com > **Work/Life Benefits > Tuition Refund Program**

Request a replacement service award certificate

BI Worldwide

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

1-800-385-3139

Email pgeawards@biworldwide.com

mypgebenefits.com > **Work/Life Benefits > Service Awards**

Utility employees and retirees:* Find out how to keep my discount on PG&E-supplied gas and electricity if I move to a new location

Utility discount

1-800-743-5000

*PG&E Corporation employees and retirees are not eligible for the discount

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

Don't call MetLife. Instead, log in to your Mercer BenefitsCentral account.

mypgebenefits.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 for employees

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

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
spd.mypgebenefits.com

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
pgweb/sharedservices/safety

Report a near hit

Share Near Hit
1-866-268-6682

Work-related concerns

I NEED TO:

Ask about my job classification or title

HR Solutions Center
Representatives are available
1-800-788-2363
<http://askhr>

Access my work-related information

PG&E@WorkforMe
<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@WorkforMe > Human Resources
<http://pgweb/hr/pages/default.aspx>
(PG&E intranet)

Address and phone updates

I NEED TO:

Employees: Update my address or phone number

Active employees:
PG&E Benefits Service Center
1-866-271-8144

LTD employees:
PG&E HR Solutions Center
Representatives are available Monday–Friday,
8 a.m.–4 p.m. Pacific time
415-973-4357

Retirees, surviving spouses and joint pensioners: Update my address or phone number

Have a pension?

Retirees:
Go to the PG&E online Pension Center at
<https://pge.benefitcenter.com>

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

Surviving spouses and joint pensioners:
Call the PG&E Pension Call Center at
1-800-700-0057

Don't have a pension—but have retiree medical or life insurance?

Retirees, surviving spouses and joint pensioners:
Log in to your Mercer BenefitsCentral Account at
mypgebenefite.com

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

Beneficiary updates

I NEED TO:

Elect or update my beneficiary for life and accident insurance

Log in to your Mercer BenefitsCentral account
mypgebenefits.com

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

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

Log in to your NetBenefits account
401k.com

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

Email HRPensionQuestions@pge.com
OR
Call the PG&E Benefits Service Center
1-800-700-0057