



# Important Contacts

## Medical & Virtual Visits

Blue Cross Blue Shield of Texas (BCBSTX)  
800-551-2227  
[www.BCBSTX.com](http://www.BCBSTX.com)

## Pharmacy

CVS Caremark  
888-963-7290  
[www.caremark.com](http://www.caremark.com)  
RXBIN #: 004336  
ISSUER (80840) #: 9151014609  
RXGRP #: RX20CR

## Dental

Delta Dental  
800-521-2651  
[www.deltadentalins.com](http://www.deltadentalins.com)  
Group #: 22585

## Vision

VSP  
800-877-7195  
[www.vsp.com](http://www.vsp.com)  
Group #: 30052381

## Health Savings Account

Debit Card Issued, use to expiration date  
HSA Bank  
800-357-6246  
[www.hsabank.com](http://www.hsabank.com)

## Flexible Spending Accounts & COBRA

Debit Card Issued, use to expiration date  
TaxSaver Plan  
800-328-4337  
[www.taxesaverplan.com](http://www.taxesaverplan.com)  
[csr@taxesaverplan.com](mailto:csr@taxesaverplan.com)

## Accident, Critical Illness, Hospital Indemnity

MetLife  
800-435-6388  
[www.metlife.com/mybenefits](http://www.metlife.com/mybenefits)  
Group #: 160878

## Employee Assistance Program

New Directions  
800-624-5544  
[eap.ndbh.com](http://eap.ndbh.com)  
Passcode: USAP

## Life and AD&D & Disability

New York Life (NYL)  
Evidence of Insurability (EOI):  
866-607-2360  
Email: [bethlehemmail@newyorklife.com](mailto:bethlehemmail@newyorklife.com)  
[www.newyorklife.com](http://www.newyorklife.com)  
Policy #: FLX 969844

## Disability and Family Medical Leave

New York Life (NYL)  
800-238-2125 (To File a Claim)  
Fax: 800-642-8553  
[Nyl.com/customer-forms](http://Nyl.com/customer-forms)  
Email scanned documents to:  
[DallasFCO.Intake2@newyorklife.com](mailto:DallasFCO.Intake2@newyorklife.com) STD  
Policy #: LK 752818  
LTD Policy #: LK 966572

## Legal Plan

MetLife Legal  
Plans  
800-821-6400  
[www.legalplans.com](http://www.legalplans.com)  
Group #: 160878

## Travel Assistance

NYL GBS Secure Travel  
202-331-7635 (Outside the U.S.)  
888-226-4567 (Within the U.S.)  
[ops@us.generaliglobalassistance.com](mailto:ops@us.generaliglobalassistance.com)  
Policy #: OK971285  
Group #: 57

## Identity Theft

Allstate Identity Protection  
800-789-2720  
[www.myAIP.com](http://www.myAIP.com)  
[clientservices@infoarmor.com](mailto:clientservices@infoarmor.com)

## Retirement

Vanguard  
800-523-1188  
[www.vanguard.com/retirementplans](http://www.vanguard.com/retirementplans)  
Policy #: 097382

## Discount Tickets

Tickets at Work  
800-331-6483  
[www.ticketsatwork.com](http://www.ticketsatwork.com)  
Company Code: USAPFUN

## Benefit Direct Bill Plans

Home/Auto (Direct Bill Plan)  
Farmers Insurance  
800-438-6381  
[www.farmers.com/groupselect](http://www.farmers.com/groupselect)  
Code: DFF

Pet Insurance (Direct Bill Plan)  
Nationwide-VPI  
800-540-2016  
[www.petinsurance.com/USAP](http://www.petinsurance.com/USAP)  
New Enrollment/Inquiries  
877-738-7874