



INTRODUCTION & EMPLOYEE RESOURCES

FLEXIBLE SOLUTIONS FOR *your* BENEFITS NEEDS

We consider our employee benefits program to be one of our most important investments. Because we recognize the value our employees bring to our organization, we are committed to providing you with a complete benefits program as part of your total compensation.

This guide has been prepared to assist you in making informed decisions regarding your health insurance benefits and provide a brief overview of our overall employee benefits program.

Your Employee Support Center (ESC)

Supporting You With...

Benefits Inquiry
Claims Assistance
Eligibility
Materials/Forms Request
Plan Education
Provider Network Inquiries
Referral/Pre-authorization

Monday—Friday | 8am-4pm
855.670.2222
LosAngeles.ESC@ajg.com

Due to privacy regulations, our representatives will be required to obtain personal identifying information such as your full name, contact information, address, date of birth and in some cases SSN or Member ID#. Please have this information ready.

Some inquiries may require for you to provide HIPAA release in order for our advocates to work efficiently in resolving your issue with your provider or carrier.

GALLAGHER EMPLOYEE SUPPORT CENTER (ESC)

Gallagher Employee Support Center provides a dedicated team of specialized representatives ready to assist Heluna Health employees and dependents. Your Employee Support Center (ESC) is available to you via a toll-free hotline Monday through Friday, 8a.m. to 4p.m. (PST) or via email inquiry.

The ESC team can support you as you utilize your employee health insurance benefits. The licensed representatives will work with both providers and the insurance companies on your behalf while protecting the privacy of your healthcare information.

You can also contact the ESC if you have questions or need assistance selecting the right health insurance plan for you and your family.



You can view detailed carriers' schedule of benefits for a more comprehensive outline, which can be located online through UKG:

- Login to UKG at <https://n21.ultipro.com>
- Click on "Myself"
- Click on "Benefits" then "Links"



Heluna Health®

EMPOWERING POPULATION
HEALTH INITIATIVES SINCE 1969

Benefit Plan Contact Information

COVERAGE TYPE	CONTACT INFORMATION
<u>Medical</u> Kaiser Group #35113(N-CA)/122090(S-CA)	Kaiser: (800) 464-4000 www.kp.org UnitedHealthcare: (866) 414-1959 www.uhc.com
<u>Dental</u> Delta DHMO Group #79465 Delta DPPO Group#21343	Delta Dental DHMO: (800) 422-4234 DPPO: (888) 335-8227 www.deltadentalins.com
<u>Vision</u> Anthem Group #275085	Anthem Blue View Vision (866) 723-0515 www.anthem.com
Flexible Spending Account (FSA)	The Advantage Group (877) 506-1660 www.enrollwithtag.com
Life and AD&D (Basic/Supplemental) Short Term Disability (Employer Paid/Voluntary) Long Term Disability (Core/Buy-Up) Voluntary Accident Voluntary Critical Illness	Mutual of Omaha (800) 775-6000 www.mutualofomaha.com
<u>Employee Assistance Plan (EAP)</u> LifeWorks Group #445087	LifeWorks EAP (877) 371-2455 Username: helunahealth Password: lifeworks www.login.lifeworks.com
ID Theft and Cyber Security	NortonLifeLock (800) 607-9174 www.nortonlifelock.com
403(b) Retirement Benefits	Empower Retirement (800) 743-5274 www.retiresmart.com
Benefits Department	Heluna Health Phone: (562) 205-2433 Fax: (562) 222-7373 benefits@helunahealth.org

Employee Support Center

Toll free: 855.670.2222 / Local: 818.539.8804

Monday - Friday | 8am - 4pm

LosAngeles.ESC@ajg.com

Heluna Health Benefits Department

Benefits@HelunaHealth.org

Tel: 562.205.2433

Fax: 562.222.7373