

What are our group policy numbers for insurance?

Health Insurance – Mutual of Omaha Insurance Company: G00020W8

Dental Insurance – United Concordia Insurance Company: A00593000

Prescription Coverage – Walgreens Health Initiative: 514976

Vision Insurance – Vision Service Plan: Policy number not needed for service

Flexible Spending Accounts – PayFlex: Policy number not needed for service

What are the Toll Free Customer Service Numbers for the insurance companies?

Health Insurance – Mutual of Omaha Insurance Company: 1-800-467-4917

Dental Insurance – United Concordia Insurance Company: 1-866-454-3190

Prescription Coverage – Walgreens Health Initiative 1-800-207-2568

Vision Insurance – Vision Service Plan: 1-800-877-7195

Flexible Spending Accounts – PayFlex: 1-800-284-4885

What are the websites I can go to for these services?

Mutual of Omaha Insurance Company: www.mutualofomaha.com

United Concordia: www.dentabenefits.com

Walgreens Health Initiative: www.mywhi.com

Vision Service Plan: www.vsp.com

PayFlex: www.payflex.com

I recently got married/divorced/had a baby, what do I do next?

Changes can be made on the web at: www.cuontheweb.essbenefits.com

Human Resources may require documentation to substantiate the change.

Changes must be made within 31 days of the qualifying event.

How long does it take to get insurance cards?

Please allow 2-3 weeks for delivery of cards.

I need to go to the doctor but I don't have my cards yet, what should I do?

You may use the policy number and your social security number in order for the doctor's office to verify coverage.

How do I find an in-network doctor?

You can search for a provider at www.mutualofomaha.com or call Customer Service at 800-467-4917. Mutual of Omaha no longer prints provider directories.

How do I find an in-network dentist?

You can search for a provider at www.dentabenefits.com or call Customer Service at 866-454-3190. United Concordia does not print provider directories.

I paid out of pocket for medical expenses and need to submit a claim to be reimbursed, where can I find a claim form?

<http://www.mutualofomaha.com/module/gforms.phtml> - click on Group Health Insurance Claim Form

Do I need to go to a VSP network provider to get the best benefit for vision services? Where can I find out who is in network?

Yes, to get the best use of your benefits you should go to an in-network provider. If you go to an out of network provider, you will be required to pay for the services and products out of your own pocket, then submit a claim to be reimbursed for a *portion* of the expense through VSP. You can find an in-network provider by going to www.vsp.com and clicking on the box that says "Members & Consumers". You were also given a printed pamphlet with your new hire packet that lists the providers in the area who are in-network.

I lost my insurance card, what should I do?

Call the insurance company that you need the card from and ask that duplicate cards be sent out. They can look up your information using your social security number.

I have a child who attends college out of the area, how do I get a card for them?

Call the insurance company that you need the card from and ask that duplicate cards be sent out. They can look up your information using your social security number. Duplicate cards will always have the *Employee's* data on them, not that of the dependents.