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## Important Disaster Assistance Information for Benefits Participants

To assist those impacted by natural disasters, below is a summary of some important benefits information:

### Health Insurance

#### Telehealth

Check with your health care provider for details on telehealth options available to you. Telehealth connects you with 24/7 virtual access board-certified physicians to care for many non-emergency illnesses, especially when you can't get an appointment with your primary care doctor due to home displacement or medical offices being temporarily closed.

#### BlueCross BlueShield of Illinois (BCBSIL)

##### **Natural Disaster**

**Information:** <https://www.bcbsil.com/company-info/alerts-announcements/natural-disaster>

#### United Healthcare

Optum's Help Line/Emotional Support Line (866-342-6892) is available to assist participants from impacted communities.

#### Cigna (medical only)

**Cigna Disaster Resource Center:** provides a list of online resources for physical and mental self-care during challenging times. Resources available in English and Spanish.

### Prescription Drug

#### OptumRx

Plan participants who need help finding a care provider in the UnitedHealthcare network or obtaining early prescription refills can call customer care at the number located on the back of their medical ID cards.

#### Vision

VSP assesses potential impact to its employees, doctors, clients and members. The firm's standard response programs at [disaster.vsp.com](https://disaster.vsp.com) are available.

### Resources

#### Federal Reserve Benefits Center

You can speak with a benefits or Advocacy Services specialist about your health care or about resolving a health care claim issue on your behalf. Trained benefits specialists are available at 877-FRS-CALL (877-377-2255), 8 a.m.-6 p.m. ET, Monday through Friday. If you are hearing-impaired, dial 711 to obtain your state's number for TTY/TDD access.

### For More Information

Participants are encouraged to call the customer care number on the back of their medical/Rx ID cards for assistance (also listed below for your convenience):

**UnitedHealthcare:** 866-249-9170 (TTY/TDD: dial 711 for your state's number) – 8 a.m. – 8 p.m. all time zones; Monday-Friday;  
[www.uhc.com](http://www.uhc.com)

**BlueCross BlueShield of Illinois:** 800- 537-9764– 9 a.m.-7 p.m. Eastern time, Monday– Friday;  
[www.bcbsil.com/](http://www.bcbsil.com/)

**Cigna:** 800-558-7480; 24/7;  
[www.mycigna.com](http://www.mycigna.com)

**OptumRx:** 888-326-1123; 24/7;  
[www.optumrx.com](http://www.optumrx.com)

### **SmartBenefits Website ([www.federalreservebenefits.org](http://www.federalreservebenefits.org))**

The SmartBenefits website provides you with the latest benefits information and transaction capabilities. Visit the site for more information.

### **Ayco Personal Financial Management**

Ayco financial coaches are available to discuss financial considerations related to a natural disaster, including:

- Cash flow and credit relief considerations
- Federal and State emergency resources
- Utilizing company benefits
- Tax considerations around disaster relief payments

Ayco coaches can speak with you about your personal situation and discuss available options, at no cost to you. Also, if you wish to request a hardship distribution from the non-qualified DCP, you can request the applicable form from an Ayco coach.

Call 877-FRS-PLAN (877-377-7526), 9 a.m.–8 p.m. ET, Monday through Thursday; 9 a.m.–5 p.m. ET, Friday. The TTY/TDD is 800-437-6380.

Ayco has also provided a [checklist](#) of financial considerations in the wake of a natural disaster.