

# Benefits Contacts At-A-Glance

Your one-stop benefits resource guide reference for frequently called phone numbers, web site addresses, and other important contact information.

## UNITED STATES

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### Medical

UnitedHealthcare  
Group No. 703995  
Customer Service: (800) 520-0746  
Monday – Friday, 8 a.m. to 8 p.m. (caller's local time)  
www.myuhc.com

### Dental

Delta Dental of Missouri  
Plan No. 6927  
Customer Service: (800) 995-5120  
In St. Louis: (314) 656-3001  
Monday – Friday, 7 a.m. to 5 p.m. CST  
www.deltadentalmo.com/ehi

### Prescription Drugs

Express Scripts  
Division: ENT  
Rx Group: ENTE  
Customer Service: (866) 291-2607  
Pharmacy Help Desk: (800) 235-4357  
24 hours a day, 365 days a year  
www.express-scripts.com

### Vision

EyeMed Vision Care  
Group Code: 9719592 (active employees)  
Group Code: 9719600 (COBRA continuants)  
Customer Service: (800) 841-1220  
Monday – Saturday, 8 a.m. to 11 p.m. ET  
Sunday, 11 a.m. to 8 p.m. ET  
www.eyemedvisioncare.com

### COBRA

CONEXIS  
Client ID No. 30512  
Customer Service: (877) 722-2667  
Monday – Friday, 8 a.m. to 8 p.m. ET  
https://mybenefits.conexis.com

### Flexible Spending Accounts (FSAs)

ADP Benefit Services  
Client ID No. 21043  
Customer Service: (800) 550-0720  
Monday – Friday, 8 a.m. to 8 p.m. ET  
www.flexdirect.adp.com/ehi/

### Life Insurance

Basic/Supplemental & Accidental Death & Dismemberment (AD&D)  
MetLife  
Policy No. 118877-1-G  
Customer Service: (800) 638-6420  
Monday – Thursday, 8 a.m. to 8 p.m. ET  
Friday, 9 a.m. - 5 p.m. ET  
www.metlife.com/mybenefits

### Long-Term Disability (LTD)

Unum  
LTD Policy No. 373147-001  
Customer Service: (800) 858-6843  
Monday – Friday, 8 a.m. to 8 p.m. ET  
w3.unum.com/enroll/enterprise/

### LifeManagement

Magellan Health Services  
Plan No. 002375  
Customer Service: (800) 980-2273  
Hearing-impaired/TTY: (800) 456-4006  
Magellan Self-Screening Services (866) 876-4971  
24 hours a day, 365 days a year  
www.magellanhealth.com/member

### Enterprise Holdings Retirement Savings Plan

Fidelity Investments  
Customer Service: (800) 835-5095  
Monday – Friday, 8:30 a.m. to 8 p.m.  
www.401k.com

## CANADA

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### Extended Health

Manulife Financial  
Plan Contract Number: 80047  
Client Services Center: (800) 268-6195  
Monday – Friday, 8 a.m. to 6 p.m. ET

### Employee Assistance Program (EAP) WorkLife Solutions

Shepell-fgi  
Service in English: (800) 268-5211  
Service in French: (800) 363-3872  
24 hours a day, 365 days a year  
www.shepellfgi.com/go/members  
Username: rent Password: car101

### Life Insurance/Accidental Death & Dismemberment (AD&D)/Long-Term Disability (LTD)

RBC  
Customer Service: (877) 519-9501  
Monday – Friday, 9 a.m. to 3 p.m. ET

### Registered Retirement Savings Plan (RRSP) Deferred Profit Sharing Plan (DPSP)

Manulife Financial  
Customer Service Centre: (888) 727-7766  
Monday – Friday, 8 a.m. to 8 p.m. ET  
www.manulife.ca/GRO

## IRELAND

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### Private Medical

For more information regarding your Private Medical benefits, please contact your HR department.

### Employee Assistance Programme (EAP)

Personal Performance Consultants (PPC)  
Helpline: 1800 409 476  
24 hours a day, 365 days a year  
E-mail: enterpriseap@ppcuk.com  
www.ppconline.info  
Username: erac Password: roicar

For more information regarding your Life, AD&D and LTD please contact your Group HR Manager

### Profit Sharing Pension Scheme

Eagle Star Life Assurance Company  
Customer Service: 01 799 2711  
www.eaglestarlife.ie

## UNITED KINGDOM

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### Private Medical

BUPA  
Helpline: 0845 600 2950  
Monday – Friday, 8 a.m. to 8 p.m.,  
Saturday, 8 a.m. to 1 p.m.  
Healthline: 0845 607 7777  
24 hours a day, 365 days a year

### Employee Assistance Programme (EAP)

Personal Performance Consultants (PPC)  
Helpline: 0800 282 193  
24 hours a day, 365 days a year  
Email: enterpriseap@ppcuk.com  
www.ppconline.info  
Username: erac Password: ukcar

For more information regarding your Life and LTD please contact your Group HR Manager

### Enterprise Group Stakeholder Plan

AXA Sun Life  
Customer Service: 0845 300 3171  
www.axa.co.uk

### Buck Consultants

Contact: 020 7429 1000

## GERMANY

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For information regarding your Risk Life, AD&D, LTD, and Profit Sharing please contact your Group HR Manager.