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## Where to go for more information

Important Benefits Contacts | *January 2017*



# Please keep this document for future reference

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On the left side of each page, you will find navigation bars that allow you to quickly move between sections.

This document is a one-stop reference guide for frequently called numbers, websites and other important AT&T benefits contact information.

*Este documento contiene un aviso y la información en Inglés. Si usted tiene dificultad en la comprensión de este documento, por favor comuníquese con AT&T Benefits Center, 877-722-0020.*

This document replaces your existing Where to Go for More Information: Contact Information for Employee Benefits Plans and Programs SMM dated January 2015.

### Distribution

Distributed to all employees and eligible former employees (including LTD recipients) of all AT&T companies (excluding employees of AT&T Support Services Company, Inc.; bargained employees of AT&T Alascom, Inc., and international employees not on U.S. payroll).

Distributed to alternate payees and beneficiaries receiving benefits from the retirement plans.

Distributed to COBRA participants, recipients of company-extended coverage, surviving dependents and alternate recipients (QMCSOs) of the populations noted above receiving benefits from the health and welfare plans.

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In all cases, the official documents for the Plans govern and are the final authority on the terms of the Plans. If there are discrepancies between the information in this document and the Plans, the Plan documents will control. AT&T reserves the right to terminate or amend any and all of its employee benefits plans or programs, at any time for any reason. Participation in the Plans and Programs is neither a contract nor a guarantee of future employment.

### [What action do I need to take?](#)

You should review this document and your plan and program summary plan descriptions (SPDs) in their entirety so that you can understand the details of your plans and programs. No other action is necessary.

### [How do I use this document?](#)

As you read this document, pay special attention to the “Important” boxes that contain helpful examples and important notes. Also, throughout this document, there are cross-references to other sections in the document. Please consult the Table of Contents to help you locate these cross-referenced sections.

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### What has changed?

Changes since the last Contact Information for Employee Benefits Plans and Programs SMM, including changes previously communicated, are incorporated. Please note the following important changes:

- Updated the name of the Employee Assistance Program and Mental Health/Substance Abuse benefit administrator to Beacon Health Options. See the “Mental Health and Substance Abuse” and “Employee Assistance Program” sections.
- Updated Information for login to the LifeCare member website.
- Updated the dental program names in the Appendix.
- Updated the vision program names in the Appendix.
- Updated the medical program names in the Appendix.
- Updated the health and wellness vendor to Healthways.

### Questions?

If you have questions about this document, call the AT&T Benefits Center at 877-722-0020. If you still have questions about the plans and programs after reading your SPDs, you can call the applicable administrator listed in the “Contact Information for AT&T Benefits Administrators” section for more information.

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This document is a one-stop reference guide for frequently called numbers, websites and other important AT&T benefits contact information. It is designed to help you find information quickly and easily. See the “Requests for copies of documents” section for more information on how to obtain a copy of this document.

### Information you need to know to use this document

AT&T offers a wide variety of benefits, employee discounts and other programs. You may not be eligible to participate in every program listed in this document. Eligibility to participate in a program depends on certain factors, such as your:

- Employment status (for example, active or eligible former employee).
- Job title classification (for example, bargained or management).

- Employing company.
- Service history (for example, hire date, termination date or Term of Employment – also known as Net Credited Service or NCS).

To understand what Programs apply to you, you will need to know the preceding information. The AT&T Benefits Center can provide these details. See the “Eligibility for Health and Welfare Benefits Programs” section for more information on how to contact the AT&T Benefits Center.



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**Important:** Please verify your eligibility for (or participation in) a program before taking any action.

*Benefit eligibility for employees classified as nonmanagement nonunion (NMNU) employees varies by employing company and type of benefit. If you are uncertain whether you should receive management or bargained benefits, call the AT&T Benefits Center at 877-722-0020 to determine your job title classification. See the “How Do I Look Up a Contact?” section for more information on how to look up a contact.*

See the Appendix for a list of employee benefits plans and programs for which this document applies.

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**Important:** Legacy AT&T means AT&T Corp. and its subsidiaries before the merger with SBC Communications Inc. Legacy BellSouth means BellSouth Corporation and its subsidiaries before the merger with AT&T Inc. Legacy SBC means subsidiaries of SBC Communications Inc. before the merger with AT&T Corp. A name change of the subsidiary you work for or retired from does not affect what legacy group of companies it belongs.

# Agent for service of process

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This section of the document only applies to ERISA plans. See the *Appendix* for more details.

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If you wish to bring a legal action concerning your right to participate in a plan or your right to receive any benefits under a plan (or any of its programs), you must first file a claim for benefits and go through the ERISA claim and appeal process. A legal action should not be filed until you complete the claim and appeal process. Legal action involving a plan should be filed directly against the plan and served at the address below:

CT Corporation  
350 North St. Paul St.  
Dallas, TX 75201

If you have a signed authorization to release information or a subpoena request for production, you must fax the request to the AT&T Subpoena Processing Center.

**Fax:** 877-971-6093

Available 24 hours a day

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**Important:** For additional information regarding authorizations to release information or subpoena requests, call 800-291-4952, Monday through Friday from 8 a.m. to 5 p.m. Central time.

# How do I look up a contact?

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It's simple. See this section any time you need contact information for employee benefits, discounts or other programs. Here's how:

- Determine the factors that describe what kind of employee you are. See the "Information You Need to Know to Use This Document" section for more information.
- Find the type of benefit, employee discount or other program – e.g., medical, prescription drugs or commuter.
- Find the administrator for your employee group.

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**Important:** If you do not see your employee group listed, call the administrator at the beginning of the section.

- Under the administrator for your employee group, you will find available websites, telephone numbers, hours of operation and mailing addresses.

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**Example:** Assume you are a manager who retired in 2005. You live in Florida and have questions about your wireline voice discount.

Find the "Employee and Retiree Discounts & Offers" section.

See the "Active Employees and Retirees Who Receive Discounts on an AT&T Bill" under the "Account Support – U-Verse, High-Speed Internet, Wireline and DIRECTV" heading, and call the AT&T Employee and Retiree Sales and Service Center at 877-377-9010, Monday through Friday from 9 a.m. to 6 p.m. Central time.

# Contact information for AT&T benefits administrators

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## *Your Health Matters*


To find:

- Quick answers to questions about the benefits and programs for which you are eligible,
- Information on health and wellness tools, resources and programs provided by AT&T, or
- Connect with your medical claims administrator or another benefit administrator.

 ***Your Health Matters***

**Phone:** 877-722-0020

The AT&T Benefits Center website is available 24 hours a day.

 ***att.com/benefitscenter***  
***resources.hewitt.com/att***

You can call the AT&T Benefits Center at:

877-722-0020 (domestic)

847-883-0866 (international)

Customer service representatives are available Monday through Friday, 7 a.m. to 7 p.m. Central time.


## **Adoption reimbursement**

### **AT&T Benefits Center**

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For information on adoption reimbursement and eligibility, contact the AT&T Benefits Center.

AT&T Benefits Center  
4 Overlook Point  
P.O. Box 1474  
Lincolnshire, IL 60069-1474

 ***resources.hewitt.com/att***  
***att.com/benefitscenter***

**Phone:** 877-722-0020

**Phone:** 847-883-0866 (international)

**Fax:** 847-883-8217

Monday through Friday from 7 a.m. to 7 p.m. Central time

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**Important:** To access the website, you will need your AT&T Benefits Center user ID and password. To access the AT&T Benefits Center via the phone, you will need to provide the last four digits of your Social Security number, your date of birth and your AT&T Benefits Center password.

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## Beneficiary designations, Death and Survivor benefits


### Fidelity Service Center

Call the Fidelity Service Center to report the death of an employee, an eligible former employee, an inactive employee and/or an eligible dependent, or ask questions about beneficiary designations. (If you have submitted an AT&T Beneficiary Designation to the Fidelity Service Center, service associates will be able to answer questions regarding the designation that you have on file.) Many benefits plans and programs allow you to designate a beneficiary. Although you are not required to update your beneficiary designation, it is recommended that you do so when certain life events occur (for example, getting married or divorced, having or adopting a child, or losing a loved one).

You may manage your beneficiary designations via the AT&T Online Beneficiary tool. (Note: Some eligible former employees and former vested employees may need to call the Fidelity Service Center for further assistance.)

If you have not completed an AT&T Beneficiary Designation, or if you wish to change your current beneficiary designation on file:

 You may create, update, print or request an AT&T Beneficiary Designation through Fidelity's NetBenefits website at **netbenefits.com/att**. You may also go to the Quick Reference section of the OneStop home page at **onestop.web.att.com** (from work), or **access.att.com** (from home). Click on B, and then click Beneficiary Designation (online). Eligible former employees may also go to the Benefits section of **access.att.com**. Click on Your Finances, and then click Beneficiary Designation. All beneficiary designations made using the Online Beneficiary tool will be available for future viewing and updating at your convenience. **Please note that in some cases you may have to print your AT&T Beneficiary Designation, gather additional signatures, and then return the form before your AT&T Beneficiary Designation is valid** (for example, in cases for which spousal consent is required by the applicable benefit plan). Please follow the prompts for when a printed form must be returned to the Fidelity Service Center.

 Quick and easy! Update your beneficiary designation online at **netbenefits.com/att**.



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You may request an AT&T Beneficiary Designation Form through the Fidelity Service Center. An AT&T Beneficiary Designation Form will be mailed to you within three business days.

Fidelity Service Center  
P.O. Box 770003  
Cincinnati, OH 45277-0088

**Phone:** 800-416-2363

**Phone:** Dial your country's toll-free AT&T Direct Access number, then enter 800-416-2363 (international).

**Phone:** 888-343-0860 (hearing-impaired)

Monday through Friday from 7:30 a.m. to 11 p.m.  
Central time

The automated voice response system is available  
24 hours a day.

**Important:** The AT&T Beneficiary Designation applies to most, but not all, AT&T-provided benefits. Consult the SPD of your Company-sponsored benefit plans or programs, the AT&T Beneficiary Designation and the accompanying instructions to determine whether the AT&T Beneficiary Designation applies to all of your benefits.

You will need to establish a username and password, if you haven't already, when you access the Fidelity NetBenefits website, and you will need your Fidelity Service Center PIN and Social Security number/customer ID when you access the automated voice response system or to speak to a service associate. You do not need a Fidelity Service Center PIN or Social Security number/customer ID to report a death.

## CarePlus

### UnitedHealthcare

To confirm whether a specific procedure is covered under CarePlus or to obtain preapproval or prior authorization for a procedure:

**Phone:** 877-261-3340

**Phone:** 877-246-8173 (international)

Monday through Friday from 7 a.m. to 7 p.m. Central time

## Commuter benefits

### WageWorks

WageWorks  
P.O. Box 14053  
Lexington, KY 40512

 [wageworks.com](https://www.wageworks.com)

**Phone:** 877-924-3967

**Fax:** 877-353-9236 (Claims submission)

Monday through Friday from 7 a.m. to 7 p.m. Central time, excluding holidays. An interactive voice response system is available 24 hours a day.

**Important:** Commuter Benefits are not available to employees located in Guam, Puerto Rico or the Virgin Islands.

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## Dental

### Cigna Dental

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AT&T Dental Service Center  
P.O. Box 188040  
Chattanooga, TN 37422

 [mycigna.com](https://mycigna.com)

**Phone:** 888-722-5505

Monday through Friday from 7 a.m. to 7 p.m. Central time

**Disability (Short-Term and Long-Term), workers' compensation and job accommodations**

### Sedgwick Claims Management Services

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AT&T Integrated Disability  
Service Center  
P.O. Box 14627  
Lexington, KY 40512-4627

**Phone:** 866-276-2278

Monday through Friday from 7 a.m. to 7 p.m. Central time


**Fax:** 866-224-4627

## Eligibility for health and welfare benefit programs

### AT&T Benefits Center

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AT&T Benefits Center  
4 Overlook Point  
P.O. Box 1474  
Lincolnshire, IL 60069-1474

 [resources.hewitt.com/att-att.com/benefitscenter](https://resources.hewitt.com/att-att.com/benefitscenter)

**Phone:** 877-722-0020

**Phone:** 847-883-0866 (international)

**Fax:** 847-883-8217

Monday through Friday from 7 a.m. to 7 p.m. Central time

**Important:** To access the website, you will need your AT&T Benefits Center user ID and password. To access the AT&T Benefits Center via the phone, you will need to provide the last four digits of your Social Security number, your date of birth and your AT&T Benefits Center password.

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## Employee Assistance Program (EAP)

### Beacon Health Options

 [achievesolutions.net/att](https://achievesolutions.net/att)

**Phone:** 800-554-6701

Available 24 hours a day

**Important:** *International employees, expatriate employees and inpatriate employees are not eligible for the AT&T Employee Assistance Program.*

## Employee and retiree discounts & offers

### Policy and Program Eligibility

**FOR A&T PRODUCTS AND SERVICES:** WIRELESS, U-VERSE, DIGITAL LIFE, HIGH-SPEED INTERNET, WIRELINE VOICE AND DIRECTV

#### ACTIVE EMPLOYEES

 [onestop.web.att.com](https://onestop.web.att.com) (from work)

Go to the OneStop home page, and select *Your Money Matters* and go to “Discounts & Offers” or <http://access.att.com> (from home).

If you need additional information, contact OneStop.

**Phone:** 888-722-1787 (say “discounts” at prompt)

Customer-care specialists are available Monday through Friday from 8 a.m. to 6 p.m. Central time.

#### RETIREES

 <http://access.att.com>

**Phone:** 888-251-0645 AT&T Retiree Discount Center (managed by HealthSmart)

 [anw.attretireediscounts@healthsmart.com](mailto:anw.attretireediscounts@healthsmart.com)

Monday through Friday from 8 a.m. to 6 p.m. Eastern time

### Discount Enrollment

#### ACTIVE EMPLOYEES AND RETIREES

##### Wireless Products and U-verse

 [att.com/dep](https://att.com/dep)

##### High-Speed Internet and Voice


AT&T Employee and Retiree Sales and Service Center

**Phone:** 877-377-9010

Monday through Friday from 9 a.m. to 6 p.m. Central time

#### ACTIVE EMPLOYEES

##### Digital Life

 <https://emprateplan.edc.cingular.net/emo/>

##### DIRECTV

AT&T Employee and Retiree Sales and Service Center

**Phone:** 877-377-9010

Monday through Friday from 9 a.m. to 6 p.m. Central time

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### Account Support – U-verse, High-Speed Internet, Wireline and DIRECTV

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**FOR** BILLING INQUIRIES, DISCOUNT ENROLLMENT INQUIRIES, ORDERS FOR NEW SERVICES OR TO MAKE CHANGES TO EXISTING SERVICES AND OTHER CUSTOMER SERVICE MATTERS

#### ACTIVE EMPLOYEES AND RETIREES:

 **attathome.att.com**

AT&T Employee and Retiree Sales and Service Center

**Phone:** 877-377-9010

Monday through Friday from 9 a.m. to 6 p.m. Central time

**FOR** RETIREES WHO RECEIVE REIMBURSEMENTS (DISCOUNT NOT ON AN AT&T BILL):

HealthSmart

P.O. Box 2911

Charleston, WV 25339-2911

**Phone:** 888-251-0645

 **anw.attretireediscounts@healthsmart.com**

Monday through Friday from 8 a.m. to 6 p.m.

Eastern time

### Account Support – Wireless Products

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**FOR** BILLING INQUIRIES, DISCOUNT ENROLLMENT INQUIRIES, ORDERS FOR NEW SERVICES OR TO MAKE CHANGES TO EXISTING SERVICES AND OTHER CUSTOMER SERVICE MATTERS

 **attathome.att.com**

**Phone:** 800-331-0500 AT&T Customer Care Team or dial 611 from your wireless phone

Monday through Friday from 5 a.m. to 9 p.m. Pacific time

**Important:** *Discount enrollment cannot be added to wireless accounts at Mobility retail locations nor can it be added through the 800 number. Discounts must be applied through the provided website functionality.*

### OneStopShop

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A members-only discount shopping website. Save on all your everyday purchases – electronics, toys, apparel, restaurants, travel and more

 **onestop.web.att.com** (from work)

To activate your account, go to the OneStop home page, and select *Your Money Matters*, go to Discounts & Offers section, and select the OneStopShop section; or **http://access.att.com** (from home)

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## Preferred Customer Discount Program

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AT&T's exclusive, invite-only discount shopping website for AT&T's top customers. Save on appliances, electronics, cars, education and more; includes exclusive limited time only offers.

 **onestop.web.att.com** (from work)  
Go to the OneStop home page, and select *Your Money Matters*, go to Discounts & Offers section, and select the Preferred Customer Discount Program section; or **http://access.att.com** (from home)

## Sponsorship Discounts & Offers

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AT&T sponsors sports teams, venues, events, TV shows and community programs to help us connect our customers to their passions.

 **onestop.web.att.com** (from work)  
Go to the OneStop home page, and select *Your Money Matters*, go to Discounts & Offers section, and select the Sponsorship Discounts & offers section or **http://access.att.com** (from home)

If you need additional information, contact OneStop.

**Phone:** 888-722-1787 (say "discounts" at prompt)  
Customer-care specialists are available Monday through Friday from 8 a.m. to 6 p.m. Central time.

## Flexible Spending Accounts and Health Reimbursement Accounts

### ADP

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ADP Benefit Services KY, Inc.  
PO Box 1853  
Alpharetta, GA 30023-1853

 **myspendingaccount.adp.com**

**Phone:** 800-283-3211

**Phone:** 502-267-4900 (international)

**Phone:** 800-952-0450 (hearing-impaired)

**Fax:** 866-643-2219

Monday through Friday from 7 a.m. to 7 p.m. Central time

The IVR is available 24 hours a day.

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**Important:** Employees located in Puerto Rico are not eligible for an FSA.



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### Your Spending Account™ (YSA), a company of Aon Hewitt (Medicare Exchange HRA)

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Your Spending Account  
4 Overlook Point  
P.O. Box 1407  
Lincolnshire, IL 60069-1407

 [retiree.aon.com/att](https://retiree.aon.com/att)

**Phone:** 800-928-8027 (TTY use 711 Relay)

**Fax:** 888-211-9900

Monday through Friday from 8 a.m. to 8 p.m. Central time

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**Important:** The above vendor contact information is for the AT&T Medicare-Eligible Health Reimbursement Account Program administrator and only applies to eligible participants in the Aon Retiree Health Exchange. Refer to the AT&T Medicare-Eligible Health Reimbursement Account Program SPD for eligibility information.

### Health Savings Accounts

**FOR ALL PARTICIPANTS IN THE CONSUMER-DRIVEN HEALTH PROGRAM UNDER THE AT&T MEDICAL PROGRAM**

Many financial institutions offer HSAs. You may wish to check with your financial institution concerning the availability and terms of an HSA. To facilitate employee participation in an HSA, the Company has arranged to permit payroll deductions by eligible employees into an HSA established with Fidelity Investments.

**Note:** Employees in Hawaii and Puerto Rico may not make before-tax payroll contributions to an HSA through payroll deduction.

### Fidelity Investments

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Fidelity Investments  
P.O. Box 770001  
Cincinnati, Ohio 45277-0036

 [netbenefits.com/att](https://netbenefits.com/att)

**Phone:** 800-416-2363

**Phone:** 888-343-0860 (hearing-impaired)

Monday through Friday from 7:30 a.m. to 11 p.m. Central time

The IVR is available 24 hours a day.

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**Important:** The HSA offered by Fidelity Investments is not an arrangement that is established and maintained by the Company. Rather, the HSA is established and maintained by Fidelity Investments, the HSA trustee. It is the Company's intention to comply with Department of Labor guidance set forth in Field Assistance Bulletin No. 2004-1, which specifies that an HSA is not an ERISA plan if certain requirements are satisfied.

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### International business travel-supplemental medical

**FOR** INFORMATION REGARDING INTERNATIONAL BUSINESS TRAVEL MEDICAL, DENTAL, LOST DOCUMENTS AND REPATRIATION OF REMAINS BENEFITS

#### ACE

Ace American Insurance Company  
1 Beaver Valley Road  
P.O. Box 15417  
Wilmington, DE 19850

**Phone:** 800-336-0627

Monday through Friday from 7:30 a.m. to 4 p.m.  
Eastern time

### International expatriate and inpatriate benefits

**FOR** MEDICAL, PRESCRIPTION DRUGS, DENTAL AND VISION

#### Cigna Global Health Benefits

Cigna Global Health Benefits  
Expatriate Benefits  
P.O. Box 15050  
Wilmington, DE 19850 USA

 **cignaenvoy.com**

**Phone:** 800-441-2668 (If dialing internationally, use that country's AT&T Direct Access number.)

**Phone:** 302-797-3100 (reverse charges accepted)

**Fax:** 800-243-6998 (If dialing internationally, use that country's AT&T Direct Access number.)


These numbers are available 24 hours a day.

**Important:** Registration is required to use the member website. Secure mail is also available at this site.

### Leaves of absence

**FOR** INFORMATION REGARDING LEAVES OF ABSENCE, USE THE FOLLOWING RESOURCES:

- Your immediate supervisor.

 Go to the OneStop home page, and select Company Leaves of Absence in the Time and Attendance section.

- If you need additional information, contact OneStop.

**Phone:** 888-722-1787

Customer-care specialists are available Monday through Friday from 8 a.m. to 6 p.m. Central time.

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## Life insurance

FOR INFORMATION REGARDING ELIGIBILITY, ENROLLMENT OR COST OF COVERAGE, CONTACT THE AT&T BENEFITS CENTER.

### AT&T Benefits Center

AT&T Benefits Center  
4 Overlook Point  
P.O. Box 1474  
Lincolnshire, IL 60069-1474

 [resources.hewitt.com/att-att.com/benefitscenter](https://resources.hewitt.com/att-att.com/benefitscenter)

**Phone:** 877-722-0020

**Phone:** 847-883-0866 (international)

**Fax:** 847-883-8217

Monday through Friday from 7 a.m. to 7 p.m. Central time

**Important:** To access the website, you will need your AT&T Benefits Center user ID and password. To access the AT&T Benefits Center via the phone, you will need to provide the last four digits of your Social Security number, your date of birth and your AT&T Benefits Center password.

Call the Fidelity Service Center to report the death of an employee, an eligible former employee, an inactive employee and/or an eligible dependent. You do not need a Fidelity Service Center PIN or Social Security number/customer ID to report a death. See the “Beneficiary Designations, Death and Survivor Benefits” section for contact information.

## Long-term care insurance

### John Hancock Life Insurance Company USA

John Hancock Life Insurance Company USA  
Group Long-Term Care  
Department B-6  
P.O. Box 111  
Boston, MA 02117

**Phone:** 800-732-3220

**Phone:** 617-572-0048 (international)

**Phone:** 800-255-1808 (hearing-impaired)

Monday through Friday from 7 a.m. to 5 p.m. Central time

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## Medical

**FOR** INFORMATION REGARDING SELF-INSURED MEDICAL PROGRAMS, SEE THE CONTACT INFORMATION LISTED IN THIS SECTION OF THE DOCUMENT. THE AT&T BENEFITS CENTER CAN PROVIDE CONTACT INFORMATION FOR FULLY-INSURED MANAGED CARE OPTIONS. SEE THE “ELIGIBILITY FOR HEALTH AND WELFARE BENEFITS PLANS” SECTION FOR MORE INFORMATION ON HOW TO CONTACT THE AT&T BENEFITS CENTER.

### Blue Cross and Blue Shield of Illinois

**FOR** ACTIVE AND ELIGIBLE FORMER BARGAINED EMPLOYEES OF AT&T EAST, AT&T MIDWEST, AT&T WEST (UNLESS YOU ARE ENROLLED IN THE PTG MEP PROGRAM), AND AT&T SOUTHEAST AND ELIGIBLE FORMER MANAGEMENT EMPLOYEES OF AT&T EAST AND AT&T SOUTHEAST (UNLESS YOU ARE ENROLLED IN THE MIDWEST, WEST, OR EAST MEP PROGRAMS)

Blue Cross and Blue Shield of Illinois  
P.O. Box 805107  
Chicago, IL 60680-4112

 [bcbsil.com/att](https://bcbsil.com/att)

**Phone:** 800-621-7336 (Benefit Value Advisors available to assist AT&T members)

**Phone:** 800-621-0965 (for medical services requiring precertification)

**Phone:** 800-299-0274 (NurseLine)

The customer service center is available Monday through Friday 7 a.m. to 7 p.m. Central time.

**FOR** MEDICAL SERVICES REQUIRING PRECERTIFICATION, THE CUSTOMER SERVICE CENTER IS AVAILABLE MONDAY THROUGH FRIDAY FROM 8 A.M. TO 7 P.M. CENTRAL TIME.

The NurseLine is available 24 hours a day.

During off hours, the IVR is available Monday through Friday from 6 a.m. to 11:30 p.m. Central time and on Saturday from 6 a.m. to 3:30 p.m. Central time.

### Cancer Resource Service

**FOR** ALL ACTIVE AND ELIGIBLE FORMER MANAGERS AND CERTAIN ACTIVE AND ELIGIBLE FORMER BARGAINED EMPLOYEES ENROLLED IN THE AT&T MEDICAL PROGRAM, AS WELL AS ALL LEGACY AT&T ACTIVE AND ELIGIBLE FORMER BARGAINED EMPLOYEES ENROLLED IN THE AT&T MEDICAL EXPENSE PLAN FOR OCCUPATIONAL EMPLOYEES OR THE AT&T CORP. POST-RETIREMENT WELFARE BENEFITS PLAN

The Cancer Resource Service is designed to help you better understand oncology/cancer diagnoses and available treatment options, and to give you access to the providers and services available at many of the country’s leading cancer centers — all at network rates.

**Phone:** 866-936-6002

Monday through Friday from 7 a.m. to 7 p.m. Central time

**Note:** This program is not available for anyone with Medicare as their primary insurer.

**Important:** To receive the network level of benefits, you must contact the Cancer Resource Service before receiving treatment. All provisions, terms and conditions of the AT&T Medical Program apply when services are provided through the Cancer Resource Service.

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## Consumer Medical

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**FOR ALL ACTIVE MANAGERS ENROLLED IN THE AT&T MEDICAL PROGRAM, NONMANAGEMENT NON-UNION EMPLOYEES THAT FOLLOW MANAGEMENT, AS WELL AS ALL LEGACY AT&T ACTIVE BARGAINED EMPLOYEES ENROLLED IN THE AT&T MEDICAL EXPENSE PLAN FOR OCCUPATIONAL EMPLOYEES**

ConsumerMedical provides Medical Decision Support, a service that provides you with current, comprehensive, objective and personalized information about medical conditions, your treatment options and their effectiveness. The service is for you and your dependents who are facing a serious or chronic illness. ConsumerMedical's research team provides leading-edge information to help you feel empowered when making decisions about your health care.

**Phone:** 888-361-3944

Monday through Friday from 7:30 a.m. to 5 p.m.  
Central time

**Important:** ConsumerMedical does not provide advice or recommend a particular treatment.

## Health and Wellness Vendor

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Effective July 1, 2016, American Healthways Services LLC, referred to as Healthways, is your new Health and Wellness Vendor. To find:

- Quick answers to questions about the Health Questionnaire
- Information on Lifestyle Telephonic Coaching

**Phone:** 888-665-6455

When you need a little assistance related to your Health Questionnaire and coaching, Healthways can help you.

You can call a Healthways representative Monday through Friday 7 a.m. - 11 p.m. and Saturday from 7 a.m. - 8 p.m. Central time.

 [att.com/YHMBeWell](http://att.com/YHMBeWell)

## UnitedHealthcare

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**FOR ALL PARTICIPANTS ENROLLED IN THE AT&T MEDICAL PROGRAM**

UnitedHealthcare  
P.O. Box 30557  
Salt Lake City, UT 84130-0557

 [myuhc.com](http://myuhc.com)

(for information on claims, benefits, explanation of benefits, ID cards, search for hospitals, physicians, specialists and more)

**Phone:** 866-705-9767

**Phone:** 866-802-8572 (international)



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**FOR** ALL OTHER PARTICIPANTS NOT ENROLLED IN THE AT&T MEDICAL PROGRAM WHO ARE ENROLLED IN BENEFITS ADMINISTERED BY UNITEDHEALTHCARE

UnitedHealthcare  
P.O. Box 30557  
Salt Lake City, UT 84130-0557

 **myuhc.com**

(for information on claims, benefits, explanation of benefits, ID cards, search for hospitals, physicians, specialists and more)

**Phone:** 877-506-7221

**Phone:** 866-802-8572 (international)

**Phone:** 877-218-7138 (hearing-impaired)

**Phone:** 877-861-3861 (myNurseLine)

The customer service center is available Monday through Friday from 7 a.m. to 7 p.m. Central time, except some holidays.

**FOR** MEDICAL SERVICES REQUIRING PRECERTIFICATION, PREAUTHORIZATION OR PRENOTIFICATION, THE CUSTOMER SERVICE CENTER IS AVAILABLE MONDAY THROUGH FRIDAY FROM 8 A.M. TO 5 P.M. CENTRAL TIME, EXCEPT SOME HOLIDAYS.

The IVR and myNurseLine are available 24 hours a day.

## AT&T Medicare Advantage Program

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**FOR** ELIGIBLE FORMER EMPLOYEES WHO ARE MEDICARE-ELIGIBLE AND ENROLLED IN THE AT&T MEDICARE ADVANTAGE PROGRAM

P.O. Box 30995  
Salt Lake City, UT 84130

 **uhcretiree.com**

(for information on claims, benefits, explanation of benefits, ID cards, search for hospitals, physicians, specialists and more)

**Phone:** 888-803-9234

The customer service center is available Monday through Friday from 8 a.m. to 8 p.m local time, except some holidays.

## Alaska IBEW 1547

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### Alaska Electrical Health & Welfare Fund

**FOR** BARGAINED EMPLOYEES OF AT&T MOBILITY – IBEW LOCAL 1547 HIRED BEFORE DEC. 31, 2011

General Information/Administration  
2600 Denali St., Suite 200  
Anchorage, AK 99503-2782

 **info@aetf.com**

 **aetf.com**

**Phone:** 907-276-1246

**Phone:** 800-478-1246

**Fax:** 907-278-7576

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## Alaska Teamsters Local 959

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### *Alaska Teamster-Employer Welfare Trust*

General/Eligibility Information

Trust Customer Service Office  
Alaska Teamster-Employer Welfare Trust  
520 E. 34th Avenue, Suite 107  
Anchorage, AK 99503-4116

**Phone:** 907-751-9700

**Phone:** 800-478-4450

**Fax:** 907-751-9738

 [benefits@959trusts.com](mailto:benefits@959trusts.com)

 [959trusts.com](http://959trusts.com)

Administrative Office

A&I Benefit Plan Administrators, Inc.  
1220 SW Morrison St, Suite 300  
Portland, OR 97205-2222

**Phone:** 503-224-0048

**Phone:** 800-714-3209

**Fax:** 503-228-0149

## Prescription Drug Program

HealthTrans  
800 E. Maplewood Ave., Suite 100  
Greenwood Village, CO 80111  
HealthTrans – Mail Order Facility  
PO Box 4057  
Greenwood Village, CO 80155-4057

 <http://959.lc.healthtrans.com>

## Vision Care Benefit

Vision Service Plan Customer Service  
Alaska Vision Services, Inc.  
3333 Quality Drive  
Rancho Cordova, CA 95670

**Phone:** 800-877-7195

**Fax:** 916-851-5152

“Out-of-Network” Claims

 [vsp.com](http://vsp.com)

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## Medicare Part B premium reimbursement

### AT&T Benefits Center

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AT&T Benefits Center  
4 Overlook Point  
P.O. Box 1474  
Lincolnshire, IL 60069-1474

 [resources.hewitt.com/att.att.com/benefitscenter](https://resources.hewitt.com/att.att.com/benefitscenter)

**Phone:** 877-722-0020

**Phone:** 847-883-0866 (international)

**Fax:** 847-883-8217

Monday through Friday from 7 a.m. to 7 p.m. Central time

**Important:** To access the website, you will need your AT&T Benefits Center user ID and password. To access the AT&T Benefits Center via the phone, you will need to provide the last four digits of your Social Security number, your date of birth and your AT&T Benefits Center password.

## Mental health and substance abuse

### Beacon Health Options

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Beacon Health Options  
P.O. Box 1860  
Latham, NY 12110

 [achievesolutions.net/att](https://achievesolutions.net/att)

**Phone:** 800-554-6701

The IVR is available 24 hours a day, seven days a week.

## Pension plans

### Fidelity Service Center

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Fidelity Service Center  
P.O. Box 770003  
Cincinnati, OH 45277-0065

 [netbenefits.com/att](https://netbenefits.com/att)

**Phone:** 800-416-2363

**Phone:** Dial your country's toll-free AT&T Direct Access number, then enter 800-416-2363 (international).

**Phone:** 888-343-0860 (hearing-impaired)

Monday through Friday from 7:30 a.m. to 11 p.m.  
Central time

The interactive voice response system is available 24 hours a day.

GET STARTED

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**Important:** You will need to establish a username and password, if you haven't already, when you access the Fidelity NetBenefits website, and you will need your Fidelity Service Center PIN and Social Security number/customer ID when you access the automated voice response system or to speak to a service associate.

### National Electrical Benefit Fund

FOR BARGAINED EMPLOYEES OF SBC GLOBAL SERVICES, INC.  
– IBEW LOCAL 494

National Electrical Benefit Fund  
2400 Research Blvd., Suite 500  
Rockville, MD 20850-3266

 **nebf.com**

**Phone:** 301-556-4300

**Fax:** 301-556-0100

Monday through Friday from 8 a.m. to 5 p.m. Eastern time

### Alaska Electrical Pension Plan

FOR BARGAINED EMPLOYEES OF AT&T MOBILITY – IBEW LOCAL 1547 IN THE JOB TITLES OF JOURNEYMAN CELL SITE TECHNICIAN AND FOREMAN, OR HIRED BEFORE MAY 31, 2011, INTO A RETAIL SALES AND SERVICE POSITION

Alaska Electrical Trust Funds  
2600 Denali St., Suite 200  
Anchorage, AK 99503

 **aetf.com**

**Phone:** 800-478-1246

Monday through Friday from 8 a.m. to 5 p.m. Alaska time

## Prescription drugs

### CVS/caremark

CVS/caremark Inc.

Attn: Research Team

P.O. Box 6590

Lee's Summit, MO 64064-6590

 **caremark.com**

**Phone:** 800-378-8851

**Phone:** 800-231-4403 (hearing-impaired)

Monday through Friday from 7 a.m. to 11 p.m. and  
Saturday from 7 a.m. to 5 p.m. Central time, except  
some holidays

The IVR is available 24 hours a day.

**Important:** To access the member website, you must be a registered user and will need your username and password. If you're not registered, select Not Registered and follow the instructions listed. The group code is **ATTRX**.

To access the IVR or to speak to a service associate, you will need the CVS/caremark ID or Social Security number of the primary member.

If you have a claim or wish to use the mail service program, claim forms and/or mail service order forms are available on the website or by phone. Mailing addresses are listed on the form.

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## SilverScript Insurance Company

FOR ELIGIBLE FORMER EMPLOYEES AND DEPENDENTS OF  
ELIGIBLE FORMER EMPLOYEES ENROLLED IN THE AT&T  
MEDICARERX PROGRAM

SilverScript  
P.O. Box 280200  
Nashville, TN 37228

 [caremark.com](https://www.caremark.com)

**Phone:** 877-878-5714

**Phone:** 877-878-5714 (hearing-impaired)  
(TTY use 711 Relay)

TTY service is available 24 hours a day, 7 days a week.  
Available from 8 a.m. to 8 p.m. in your time zone, seven  
days a week

**Important:** To access the member website, you must be a  
registered user and will need your username and password.  
If you're not registered, select Not Registered and follow the  
instructions listed. The group code is **RXCVSD**.

To access the IVR or to speak to a service associate, you will  
need your member ID or Social Security number.

## Savings plans

### Fidelity Service Center

Fidelity Service Center  
P.O. Box 770003  
Cincinnati, OH 45277-0070

 [netbenefits.com/att](https://netbenefits.com/att)

**Phone:** 800-416-2363

**Phone:** Dial your country's toll-free AT&T Direct Access  
number, then enter 800-416-2363 (international).

**Phone:** 888-343-0860 (hearing-impaired)

Monday through Friday from 7:30 a.m. to 11 p.m.  
Central time, except some holidays

### Money Management Service

Financial Engines Advisors  
4742 N. 24th St., Suite 270  
Phoenix, AZ 85016

 [financialengines.com](https://financialengines.com)

**Phone:** 877-401-5762

Monday through Friday from 7:30 a.m. to 7:30 p.m.  
Central time, except some holidays



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### Scarborough Alliance Group

**FOR** BARGAINED EMPLOYEES OF SBC GLOBAL SERVICES, INC.  
LOCAL 21 WHO PARTICIPATE IN THE IBEW LOCAL UNIONS  
SAVINGS AND SECURITY PLAN

Scarborough Alliance Group  
One Bridge St., Suite 70  
Irvington, NY 10533

 [scarboroughalliance.com](http://scarboroughalliance.com)

**Phone:** 800-223-7608

**Fax:** 914-591-8801

Monday through Friday from 9 a.m. to 5 p.m. Eastern time

### Alaska Electrical Workers Money Purchase Pension Plan

**FOR** BARGAINED EMPLOYEES OF AT&T MOBILITY –  
IBEW LOCAL 1547 HIRED BEFORE DEC. 31, 2011

Alaska Electrical Trust Funds  
2600 Denali St., Suite 200  
Anchorage, AK 99503

 [aetf.com](http://aetf.com)

**Phone:** 800-478-1246

Monday through Friday from 8 a.m. to 5 p.m. Alaska time

Stock options, performance shares or  
restricted stock

### Computershare

 <http://www.computershare.com/att>

Online is available 24 hours a day.

**Phone:** 888-722-6767

**Phone:** 732-491-0658 (international)

**Important:** No person has been authorized to give any  
information or to make representations other than those  
contained in the Plan Prospectus.

To access the website, you will need your Computershare  
PIN. Call Computershare for a PIN reset, if needed.

### AT&T Equity Administration

If Computershare is unable to resolve your issue, you  
may contact the AT&T Equity Administration Team.

 [att.equity.admin@att.com](mailto:att.equity.admin@att.com)

**Phone:** 866-533-4390

Monday through Friday from 8 a.m. to 4 p.m. Central time

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## Term of employment (also known as Net Credited Service)

### Fidelity Service Center

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Fidelity Service Center  
P.O. Box 770003  
Cincinnati, OH 45277-0065

 [netbenefits.com/att](https://netbenefits.com/att)

**Phone:** 800-416-2363

**Phone:** Dial your country's toll-free AT&T Direct Access number, then enter 800-416-2363 (international).

**Phone:** 888-343-0860 (hearing-impaired)

Monday through Friday from 7:30 a.m. to 11 p.m.  
Central time

The automated voice response system is available  
24 hours a day.

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**Important:** You will need to establish a username and password, if you haven't already, when you access the Fidelity NetBenefits website, and you will need your Fidelity Service Center PIN and Social Security number/customer ID when you access the automated voice response or to speak to a service associate.

## Vision

### EyeMed Vision Care

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EyeMed Vision Care  
Attn: Quality Assurance  
4000 Luxottica Place  
Mason, OH 45040-7111

**Phone:** 800-638-4288

**Phone:** 866-308-5375 (hearing-impaired) available  
Monday through Friday from 7 a.m. to 7 p.m. Central time

 [eyemed.com](https://eyemed.com)

The IVR is available 24 hours a day, seven days a week  
(except during days that require scheduled  
maintenance).

Service associates are available Monday through  
Saturday from 6:30 a.m. to 10 p.m. and Sunday from  
10 a.m. to 7 p.m. Central time.

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## Voluntary benefits platform

### Mercer Voluntary Benefits Platform

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 [volbenefitsadvisor.com](http://volbenefitsadvisor.com)

**Phone:** 866-909-5149

Monday through Friday from 7 a.m. to 5 p.m. Central time

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**Important:** Voluntary Benefits exclude employees located in Guam, Puerto Rico or the Virgin Islands.

## Work/Life program

### LifeCare

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 [lifecare.com](http://lifecare.com)

**Phone:** 800-873-4636

**Phone:** 800-873-1322 (hearing-impaired)

Available 24 hours a day

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**Important:** When you log on to the member website for the first time, click “Sign Up Now” and enter the Registration Code **att**. Your AT&T User ID will be your member ID. Then follow the instructions on the screen to create a username and password

# Requests for copies of documents

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[Copies and claims](#)  
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### Summary plan descriptions, summary of material modifications, or printed policies

If you would like a summary plan description (SPD), a summary of material modifications (SMM) or a printed policy:

- Go to OneStop at **onestop.web.att.com**, which provides access to administrator websites, or
- Go to the Your Benefits section of **access.att.com** (AT&T's secure Internet site) for benefits information at home.

- You may send your request in writing to the following address:

AT&T Services, Inc.  
Attn: Plan Documents  
P.O. Box 132160  
Dallas, TX 75313-2160

- You may call or go to one of the following administrators' websites directly.

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### Health and welfare plans

#### AT&T Benefits Center

For any of the following plans, you may access the AT&T Benefits Center website to view an SPD or SMM or call the AT&T Benefits Center for:

- Adoption Reimbursement
- CarePlus
- Commuter Benefits
- Dental
- Disability
- Employee Assistance Program
- Flexible Spending Accounts
- Group Life Insurance
- Long-Term Care Insurance
- Medical (including Mental Health/Substance Abuse and Prescription Drugs)
- Vision

 [resources.hewitt.com/att.att.com/benefitscenter](https://resources.hewitt.com/att.att.com/benefitscenter)

**Phone:** 877-722-0020

**Phone:** 847-883-0866 (international)

Monday through Friday from 7 a.m. to 7 p.m. Central time

**Important:** To access the website, you will need your AT&T Benefits Center user ID and password. To access the AT&T Benefits Center via the phone, you will need to provide the last four digits of your Social Security number, your date of birth and your AT&T Benefits Center password.

#### Alaska Electrical Health & Welfare Fund

FOR BARGAINED EMPLOYEES OF AT&T MOBILITY – IBEW LOCAL 1547 HIRED BEFORE DEC. 31, 2011

 [aetf.com](https://aetf.com)

**Phone:** 800-478-1246 or 907-276-1246

Monday through Friday from 8 a.m. to 5 p.m. Alaska time

#### Alaska Teamster – Employer Welfare Trust Plan

FOR BARGAINED EMPLOYEES OF AT&T MOBILITY – ALASKA TEAMSTER 959

 [959trusts.com](https://959trusts.com)

**Phone:** 800-478-4450 or 907-751-9700

Monday through Friday from 8 a.m. to 5 p.m. Alaska time

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### Retiree Death Benefits

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*Contact the Fidelity Service Center.*

#### [netbenefits.com/att](https://netbenefits.com/att)

From the home page, select the appropriate Pension Program under the “Pension” section, then click “Plan Information and Documents” under the “View” section. Then select the SPD link for your Program to find information about retiree death benefits.

**Phone:** 800-416-2363

**Phone:** Dial your country’s toll-free AT&T Direct Access number, then enter 800-416-2363 (international).

**Phone:** 888-343-0860 (hearing-impaired)

Monday through Friday from 7:30 a.m. to 11 p.m.  
Central time

**Important:** You will need to establish a username and password, if you haven’t already, when you access the Fidelity NetBenefits website, and you will need your Fidelity Service Center PIN and Social Security number/customer ID when you access the automated voice response system or to speak to a service associate.

### Pension plans

#### Fidelity Service Center

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#### [netbenefits.com/att](https://netbenefits.com/att)

From the home page, select the appropriate Pension Program under the “Pension” section, then select the “Plan Information” tab. Then select the SPD link for your Program.

**Phone:** 800-416-2363

**Phone:** Dial your country’s toll-free AT&T Direct Access number, then enter 800-416-2363 (international).

**Phone:** 888-343-0860 (hearing-impaired)

Monday through Friday from 7:30 a.m. to 11 p.m.  
Central time

**Important:** You will need to establish a username and password, if you haven’t already, when you access the Fidelity NetBenefits website, and you will need your Fidelity Service Center PIN and Social Security number/customer ID when you access the automated voice response system or to speak to a service associate.

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### National Electrical Benefit Fund

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**FOR BARGAINED EMPLOYEES OF SBC GLOBAL SERVICES, INC.**  
– IBEW LOCAL 494

 [nebf.com](http://nebf.com)

**Phone:** 301-556-4300

Monday through Friday from 8 a.m. to 5 p.m. Eastern time

### Alaska Electrical Pension Plan

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**FOR BARGAINED EMPLOYEES OF AT&T MOBILITY – IBEW LOCAL 1547 IN THE JOB TITLES OF JOURNEYMAN CELL SITE TECHNICIAN AND FOREMAN, OR HIRED BEFORE MAY 31, 2011, INTO A RETAIL SALES AND SERVICE POSITION**

 [aetf.com](http://aetf.com)

**Phone:** 800-478-1246

Monday through Friday from 8 a.m. to 5 p.m. Alaska time

Savings plans

### Fidelity Service Center

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P.O. Box 770003  
Cincinnati, OH 45277-0065

 [netbenefits.com/att](http://netbenefits.com/att)

**Phone:** 800-416-2363

**Phone:** Dial your country's toll-free AT&T Direct Access number, then enter 800-416-2363 (international).

**Phone:** 888-343-0860 (hearing-impaired)

Monday through Friday from 7:30 a.m. to 11 p.m. Central time, except some holidays

### Scarborough Alliance Group

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**FOR BARGAINED EMPLOYEES OF SBC GLOBAL SERVICES, INC. LOCAL 21 WHO PARTICIPATE IN THE IBEW LOCAL UNIONS SAVINGS AND SECURITY PLAN**

**Phone:** 800-223-7608

Monday through Friday from 9 a.m. to 5 p.m. Eastern time

### Alaska Electrical Workers Money Purchase Pension Plan

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**FOR BARGAINED EMPLOYEES OF AT&T MOBILITY – IBEW LOCAL 1547 HIRED BEFORE DEC. 31, 2011**

 [aetf.com](http://aetf.com)

**Phone:** 800-478-1246

Monday through Friday from 8 a.m. to 5 p.m. Alaska time

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## OTHER

### Benefits not specifically listed

If you would like to request information for all other programs, employee and retiree discounts and offers, or plans, please contact the particular administrator listed in the “Contact Information for AT&T Benefits Administrators” section for more information.

### Fully-insured options

To request an Evidence of Coverage of the provisions of a Fully-Insured Option in which you are enrolled, contact the Fully-Insured Option administrator directly. The AT&T Benefits Center can provide contact information. See the “Eligibility for Health and Welfare Benefits Plans” section for more information on how to contact the AT&T Benefits Center.

### Bargaining agreements

To request a copy of the collective bargaining agreement that covers you, please go to the OneStop home page and select Labor Relations in the Tools & Resources section in the right navigation bar, contact your immediate supervisor, or write to the address in the “Official Plan Documents” section.

### Official plan documents

To request copies of ERISA plan documents – or other documents under which an ERISA plan is established or operated – you must send your request in writing to the following address:

AT&T Services, Inc.  
Attn: Plan Documents  
P.O. Box 132160  
Dallas, TX 75313-2160



# Filing claims and appeals

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*This section only applies to ERISA plans. See the Appendix for more details.*

Unless your provider submits the claim for you, or the applicable claims administrator allows you to call to initiate a claim for benefits, claims for benefits must be mailed to the applicable claims administrator for the plan in which you are enrolled at the addresses listed in this section. However, urgent care medical claims that require expedited action may be initiated by calling the number for your claims administrator listed in this section.

If your claim is denied, ERISA requires you to exhaust administrative remedies, including filing an appeal of the claim denial before you initiate external review, if applicable, or commence a lawsuit. Some claims administrators have a different address to file an appeal of a denied claim. If so, the appeal address is also listed in this section. If an external review is available, information regarding how to request the review will be provided along with the denial of your appeal.

Administrative remedies are considered to be exhausted either when your appeal is denied or when the claims administrator fails to issue a decision on your appeal before the end of the time frames described in the applicable SPD or SMM.

To file a written claim or a written appeal of a denied claim for benefits, use the appropriate address in this section.

### Beneficiary designations, Death and Survivor benefits

Beneficiary Designation Administrator  
P.O. Box 770003  
Cincinnati, OH 45277-0072

### CarePlus

#### Claims incurred in the United States:

AT&T CarePlus – A Supplemental Benefit Program  
(or A&T Eligible Former Employee CarePlus –  
A Supplemental Benefit Program (where applicable)  
P.O. Box 30886  
Salt Lake City, UT 84130-0866

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### Claims incurred outside of the United States:

UnitedHealthcare International Claims AT&T CarePlus –  
A Supplemental Benefit Program (or AT&T Eligible  
Former Employee CarePlus, where applicable)  
P.O. Box 740817  
Atlanta, GA 30374

### Appeals of claims incurred in or outside the United States:

UnitedHealthcare  
Attn: Appeals – AT&T CarePlus – A Supplemental Benefit  
Program (or AT&T Eligible Former Employee CarePlus,  
where applicable)  
Coordinator  
P.O. Box 740816  
Atlanta, GA 30374-0816

### Dental

AT&T Dental Service Center  
P.O. Box 188044  
Chattanooga, TN 37422

### Disability (Short-Term and Long-Term), workers' compensation and job accommodations

To initiate a claim for benefits, call the AT&T Integrated  
Disability Service Center.

**Phone:** 866-276-2278

Monday through Friday from 7 a.m. to 7 p.m. Central time

#### Written claims:

AT&T Integrated Disability  
Service Center  
P.O. Box 14627  
Lexington, KY 40512-4627

**Fax:** 866-224-4627

#### Appeals for denied disability claims:

AT&T Integrated Disability  
Service Center  
Quality Review Unit  
P.O. Box 1860  
Lexington, KY 40512-4626

**Fax:** 866-856-5065

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### For AT&T East employees

Written claims for Supplemental Long-Term Disability Benefits under the AT&T East Disability Benefits Program must be sent to the carrier of the insurance policy under which the particular claimant is covered.

Prudential Disability  
Management Services  
P.O. Box 13480  
Philadelphia, PA 19176  
UNUM – The Benefits Center  
P.O. Box 100158  
Columbia, SC 29202-3158

**Important:** UNUM insures claims that occurred Jan. 1, 2004, through Dec. 31, 2008.

### Eligibility for health and welfare benefits plans

### For FSA, medical, CarePlus, dental, life insurance, Medicare Part B premium reimbursement and vision

AT&T Benefits Center  
Benefits Determination Review Team  
P.O. Box 1407  
Lincolnshire, IL 60069-1407

**Phone:** Claims regarding eligibility may be initiated by calling 877-722-0020 (domestic) or 847-883-0866 (international).

Monday through Friday from 7 a.m. to 7 p.m. Central time

**Fax:** 847-554-1397

**Important:** To access the AT&T Benefits Center via the phone, you will need to provide the last four digits of your Social Security number, your date of birth and your AT&T Benefits Center password.

### Employee Assistance Program (EAP)

#### Claims:

Beacon Health Options  
P.O. Box 1920  
Latham, NY 12110

#### Appeals:

Beacon Health Options (AT&T Appeals)  
P.O. Box 1860  
Latham, NY 12110

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### Tax form documents

#### For AT&T employee 1095-Cs:

Equifax Tax Form Management

Customer service: 855-823-3723

 [access.att.com](https://access.att.com)

#### For Legacy DTV employee 1095-Cs:

UPoint tile name: Medical Tax Form 1095

Questions: The AT&T Benefits Center

**Phone:** 877-722-0020

### Flexible Spending Accounts and Health Reimbursement Accounts

#### ADP

##### Regular Mail:

ADP Benefit Services KY, Inc.

PO Box 1853

Alpharetta, GA 30023-1853

##### Overnight Mail:

ADP Benefit Services KY, Inc.

11405 Bluegrass Parkway

Louisville, KY 40299

**Your Spending Account™ (YSA), a company of Aon Hewitt (medicare exchange HRA)**

##### Regular Mail:

YSA Benefit Determination

Review Team

P.O. Box 1407

4 Overlook Point

Lincolnshire, IL 60069-1407

### International business travel-supplemental medical

Ace American Insurance Company

1 Beaver Valley Road

P.O. Box 15417

Wilmington, DE 19850

### International expatriate and inpatient benefits

#### For medical, prescription drugs, dental and vision

Cigna Global Health Benefits

Expatriate Benefits

P.O. Box 15050

Wilmington, DE 19850 USA

### Life insurance

#### Claims that Evidence of Insurability (EOI) has been denied:

MetLife Statement of Health

P.O. Box 14069

Lexington, KY 40512-4069

**Phone:** 800-638-6420 (select option 1)

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### Claims of Life Insurance, Accidental Death & Dismemberment or Accelerated Death Benefit that have been denied:

MetLife Group Life Claims  
P.O. Box 6100  
Scranton, PA 18505-6100

**Phone:** 800-638-6420 (select option 2)

**Phone:** 866-887-2019 (Accelerated Death Benefits and Assignments)

### Claims of Special Accidental Death & Dismemberment that have been denied:

ACE American Insurance Company  
1 Beaver Valley Road  
P.O. Box 15417  
Wilmington, DE 19850

**Phone:** 800-336-0627

**Important:** Call the Fidelity Service Center to report the death of an employee, an eligible former employee, an inactive employee and/or an eligible dependent. See the “Beneficiary Designations, Death and Survivor Benefits” section for contact information.

### Long-Term care insurance

John Hancock Life Insurance Company USA  
Group Long-Term Care  
Department, B-6  
Attn: Claim Unit  
P.O. Box 111  
Boston, MA 02117

### Medical

For information regarding self-insured medical programs, see the contact information listed in this section. For information regarding fully-insured managed care options, please refer to your Evidence of Coverage. The AT&T Benefits Center also can provide addresses for these plans. See the “Eligibility for Health and Welfare Benefits Plans” section for more information on how to contact the AT&T Benefits Center.

### Blue Cross and Blue Shield of Illinois

#### Claims:

Blue Cross and Blue Shield of Illinois  
P.O. Box 805107  
Chicago, IL 60680-4112

**Phone:** 800-621-7336

#### Appeals:

Blue Cross and Blue Shield of Illinois  
Attn: Appeals Coordinator  
3405 Liberty Drive  
Springfield, IL 62704

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## UnitedHealthcare

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### Claims incurred in the United States:

UnitedHealthcare  
P.O. Box 30557  
Salt Lake City, UT 84130-0557

### Claims incurred outside of the United States:

UnitedHealthcare  
International Claims  
P.O. Box 740817  
Atlanta, GA 30374

### Appeals:

UnitedHealthcare  
Attention: Appeals  
P.O. Box 740816  
Atlanta, GA 30374-0816

## Alaska Electrical Health & Welfare Fund

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**FOR** BARGAINED EMPLOYEES OF AT&T MOBILITY –  
IBEW LOCAL 1547 HIRED BEFORE DEC. 31, 2011

Alaska Electrical Trust Funds  
2600 Denali St., Suite 200  
Anchorage, AK 99503

## Alaska Teamster – Employer Welfare Trust Plan

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**FOR** BARGAINED EMPLOYEES OF AT&T MOBILITY – ALASKA  
TEAMSTER 959

### General/Eligibility Information

A&I Benefit Plan Administrators, Inc.  
1220 SW Morrison St., Suite 300  
Portland, OR 97205-2222

Medicare Part B premium reimbursement

AT&T Benefits Center  
Benefits Determination Review Team  
P.O. Box 1407  
Lincolnshire, IL 60069-1407  
Monday through Friday from 7 a.m. to 7 p.m. Central time  
**Fax:** 847-554-1397

**Important:** To access the AT&T Benefits Center via the  
phone, you will need to provide the last four digits of your  
Social Security number, your date of birth and your AT&T  
Benefits Center password.

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### Mental health and substance abuse

#### Claims:

Beacon Health Options  
P.O. Box 1860  
Latham, NY 12110

#### Appeals:

Beacon Health Options (AT&T Appeals)  
P.O. Box 1860  
Latham, NY 12110

### Pension plans

#### Regular Mail:

Fidelity Service Center  
Claims and Appeals  
P.O. Box 770003  
Cincinnati, OH 45277-1060

#### Overnight:

Fidelity Service Center  
Claims and Appeals  
100 Crosby Parkway, KC1F-D  
Covington, KY 41015

**FOR** BARGAINED EMPLOYEES OF SBC GLOBAL SERVICES, INC. –  
IBEW LOCAL 494

National Electrical Benefit Fund  
2400 Research Blvd., Suite 500  
Rockville, MD 20850-3266

**FOR** BARGAINED EMPLOYEES OF AT&T MOBILITY –  
IBEW LOCAL 1547 IN THE JOB TITLES OF JOURNEYMAN  
CELL SITE TECHNICIAN AND FOREMAN, OR HIRED BEFORE  
MAY 31, 2011, INTO A RETAIL SALES AND SERVICE POSITION

Alaska Electrical Trust Funds  
2600 Denali St., Suite 200  
Anchorage, Alaska 99503

### Prescription drugs

#### [CVS/caremark](#)

#### Claims for reimbursement for retail prescription drugs:

CVS/caremark Inc.  
Attn: Claims Department  
P.O. Box 52196  
Phoenix, AZ 85072-2196

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### Requests for prescription drugs by mail service:

Claim forms and/or mail-service order forms are available via the website or by phone. See the “Prescription Drugs” section for more information on how to contact CVS/caremark. Mailing addresses are listed on the form.

### For retail or mail-order claims that have been denied:

CVS/caremark Inc.  
Appeals Department/AT&T  
MC109  
P.O. Box 52084  
Phoenix, AZ 85072-2084

**Fax:** 866-689-3092

### [SilverScript Insurance Company](#)

**FOR** ELIGIBLE FORMER EMPLOYEES AND DEPENDENTS OF  
ELIGIBLE FORMER EMPLOYEES ENROLLED IN THE AT&T  
MEDICARERX PROGRAM

### Claims:

Silverscript  
Attn: Claims Department  
P.O. Box 52066  
Phoenix, AZ 85072-2066

### Coverage Decisions and Appeals Department:

Silverscript Insurance Company Prescription Drug Plans  
Coverage Decisions and Appeals Department  
P.O. Box 52000, MC109  
Phoenix, AZ 85072-2000

**Phone:** 866-884-9479

**Fax:** 855-633-7673

## Savings plans

### Regular mail:

Fidelity Service Center  
Claims and Appeals  
P.O. Box 770003  
Cincinnati, OH 45277-1060

### Overnight:

Fidelity Service Center  
Claims and Appeals  
100 Crosby Parkway, KC1F-D  
Covington, KY 41015



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**FOR BARGAINED EMPLOYEES OF SBC GLOBAL SERVICES, INC.  
LOCAL 21 WHO PARTICIPATE IN THE IBEW LOCAL UNIONS  
SAVINGS AND SECURITY PLAN**

Scarborough Alliance Group  
1 Bridge St., Suite 70  
Irvington, NY 10533

**FOR BARGAINED EMPLOYEES OF AT&T MOBILITY –  
IBEW LOCAL 1547 HIRED BEFORE DEC. 31, 2011**

Alaska Electrical Trust Funds  
2600 Denali St., Suite 200  
Anchorage, AK 99503

### Term of Employment (also known as Net Credited Service)

Fidelity Service Center  
Benefits Plan Administrator  
P.O. Box 770003  
Cincinnati, OH 45277-1060

## Vision

### Claims:

EyeMed Vision Care  
Attn: Out-of-Network Claims  
P.O. Box 8504  
Mason, OH 45040-7111

### Appeals:

EyeMed Vision Care  
Attn: Quality Assurance  
4000 Luxottica Place  
Mason, OH 45040-7111

# Address changes

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## Active employee address and telephone number changes

It's important to keep your work and home addresses current because the majority of your benefits, payroll or similar information is sent to them. Please include any room, cubicle or suite number that will help make mail-routing more efficient.

**FOR EMPLOYEES WITH ACCESS TO THE EMPLOYEE INTRANET:**

**Home and Work** address updates:

- Go to **insider.web.att.com**.
- Click on the OneStop website (**hronestop.web.att.com**) and select eLink (eCORP) under Tools & Resources.
- Enter your AT&T User ID and password for the AT&T Global Logon. (If you do not know your password, please follow the instructions on the screen.)
- Once logged on, click OK.
- On the eCORP home page, click on Employee Services.

**Note:** Please be sure the far right-hand scroll bar is all the way to the top.

- Select Personal Information.
- Select Addresses and Phone Numbers.
- To update your home address, select Edit at the bottom of the Permanent Residence section, make any necessary changes, and click Save.
- To update your work address, select Edit at the bottom of the Cubicle/Office section, make any necessary changes, and click Save.

**FOR EMPLOYEES WITHOUT ACCESS TO THE EMPLOYEE INTRANET:**

Contact your supervisor or eLink assistant.

*[For Commuter Benefits:](#)*

**To update your home address:**

- Go to **wageworks.com**, or
- Call the WageWorks Service Center at 877-924-3967.

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### Eligible former employees and inactive employee home address changes

It's important to keep your home address up to date because your benefits information is sent there. Call the Fidelity Service Center to change your address.

[Fidelity Service Center](#)

**Phone:** 800-416-2363

**Phone:** Dial your country's toll-free AT&T Direct Access number, then enter 800-416-2363 (international).

**Phone:** 888-343-0860 (hearing-impaired)

Monday through Friday from 7:30 a.m. to 11 p.m.  
Central time

**Important:** You will need your Fidelity Service Center PIN and Social Security number/customer ID when you speak to a service associate.

**Important:** These instructions are also for LTD recipients, employees on a leave of absence, as well as COBRA participants, alternate payees and survivors that have a pension benefit (including a retiree death benefit) or savings plan benefit that has yet to be paid to you.

If you are not eligible to receive a pension or savings plan benefit, or have already received your entire pension and savings plan benefits and are not eligible for a retiree death benefit from your pension plan, contact the AT&T Benefits Center to update your home address. See the "Eligibility for Health and Welfare Benefits Plans" section for more information on how to contact the AT&T Benefits Center.

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**COBRA** – Consolidated Omnibus Budget Reconciliation Act of 1985

**ERISA** – Employee Retirement Income Security Act of 1974

**FSA** – Flexible Spending Account

**HRA** – Health Reimbursement Account

**IBEW** – International Brotherhood of Electrical Workers

**IVR** – Interactive Voice Response (System)

**Legacy AT&T** – AT&T Corp. and its subsidiaries before the merger with SBC Communications Inc.

**Legacy BellSouth** – BellSouth Corporation and its subsidiaries before the merger with AT&T Inc.

**Legacy SBC** – SBC Communications Inc. and its subsidiaries before the merger with AT&T Corp.

**LTD** – Long-Term Disability

**MEP** – Medical Expense Plan

**NCS** – Net Credited Service, officially known as Term of Employment

**PIN** – Personal Identification Number

**SMM** – Summary of Material Modifications

**SPD** – Summary Plan Description

**TOE** – Term of Employment

# Appendix: Affected benefit plans, policies and programs

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This document applies to the employee benefits plans, policies and programs sponsored by AT&T and listed in this Appendix. This document is not a summary of material modifications. This document is provided for your information and review; no other action is necessary.

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## ERISA plans

### Pension Plans

AT&T Pension Benefit Plan

- AT&T Legacy Bargained Program
- AT&T Legacy Management Program
- Bargained Cash Balance Program
- Bargained Cash Balance Program #2 East Program
- Management Cash Balance Program
- Midwest Program
- Mobility Bargained Program
- Mobility Program
- Nonbargained Program
- Southeast Management Program
- Southeast Program
- Southwest Program
- West Program

AT&T Puerto Rico Pension Benefit Plan

- AT&T Legacy Bargained Program
- AT&T Legacy Management Program
- Mobility Program

### Savings Plans

AT&T Puerto Rico Retirement Savings Plan

AT&T Retirement Savings Plan

AT&T Savings and Security Plan

BellSouth Savings and Security Plan

### Health and Welfare Benefits Plans

#### *Umbrella Benefit Plan No.1 Programs*

The following Programs shall be treated as comprising the Plan effective as of Jan. 1, 2016:

#### *Medical Programs*

(Fully-Insured Options are found in Appendix C)

AT&T Corp. Eligible Former Bargained Employee Medical Program

AT&T Corp. Eligible Former Employee Medical Program

AT&T East Eligible Former Bargained Employee Medical Program

AT&T East Eligible Former Employee Medical Program

AT&T Eligible Former Employee Medical Program

AT&T Eligible Former Bargained Employee Medical Program

AT&T Midwest Eligible Former Bargained Employee Medical Program

AT&T Midwest Eligible Former Employee Medical Program

AT&T Mobility Eligible Former Employee Medical Program

AT&T Southeast Eligible Former Bargained Employee Medical Program

AT&T Southeast Eligible Former Employee Medical Program

AT&T Southwest Eligible Former Bargained Employee Medical Program

AT&T Southwest Eligible Former Employee Medical Program

AT&T West Eligible Former Bargained Employee Medical Program

AT&T West Eligible Former Employee Medical Expense Program

AT&T West Eligible Former Employee Medical Program

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### *Dental Programs*

(Fully-Insured Options are found in Appendix E. The Patient Charge Schedule for each option below is included in Appendix D.)

AT&T Eligible Former Employee Dental Program

AT&T Eligible Former Employee Dental Program

AT&T Regional Eligible Former Employee Dental Program

### *Life Insurance Programs*

AT&T Eligible Former Bargained Employee Group Life Insurance Program

AT&T Eligible Former Management Employee Group Life Insurance Program

### *AT&T Retiree Death Benefit Program*

The AT&T Retiree Death Benefit Program consists of the retiree death benefit provisions documented in the following:

AT&T Legacy Bargained Program of the AT&T Pension Benefit Plan

AT&T Legacy Management Program of the AT&T Pension Benefit Plan

East Program of the AT&T Pension Benefit Plan

Midwest Program of the AT&T Pension Benefit Plan

Mobility Bargained Program of the AT&T Pension Benefit Plan

Nonbargained Program of the AT&T Pension Benefit Plan

Southeast Program of the AT&T Pension Benefit Plan

Southeast Management Program of the AT&T Pension Benefit Plan

Southwest Program of the AT&T Pension Benefit Plan

West Program of the AT&T Pension Benefit Plan

### *Other Programs*

AT&T Eligible Former Employee CarePlus – A Supplemental Benefit Program

AT&T Eligible Former Employee Health Reimbursement Account Program

AT&T Medicare-Eligible Health Reimbursement Account Program

## **Umbrella Benefit Plan No. 2 Programs**

The following Programs shall be treated as comprising the Plan effective as of Jan. 1, 2016:

### *Special Accidental Death Benefits*

The AT&T Special Accident Death Benefit Program consists of the accident death benefit provisions documented in the following:

Midwest Program of the AT&T Pension Benefit Plan

Mobility Bargained Program of the AT&T Pension Benefit Plan

Southeast Program of the AT&T Pension Benefit Plan

Southwest Program of the AT&T Pension Benefit Plan

West Program of the AT&T Pension Benefit Plan

### *Life Insurance Programs*

Ameritech Key Management Life Insurance Plan #541

AT&T Dependent Group Life Insurance Program

AT&T Special AD&D Insurance Program

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AT&T Supplementary Group Life Insurance Program

### *Long-Term Care Programs*

AT&T Consolidated Long-Term Care Insurance Plan #549

### *Other Programs*

AT&T Employee Assistance Program

AT&T International Business Travel – Supplemental Medical Program

### **Umbrella Benefit Plan No. 3 Programs**

The following Programs shall be treated as comprising the Plan effective as of Jan. 1, 2015:

#### *Medical Programs*

(Fully-Insured Options are found in Appendix C.)

AT&T Corp. Medical Program

AT&T East Medical Program

AT&T Medical Program

AT&T Midwest Medical Program

AT&T Mobility Medical Program

AT&T of Puerto Rico, Inc. Medical Program

AT&T Southeast Medical Program

AT&T Southwest Medical Program

AT&T West Medical Program

### *Dental Programs*

(Fully-Insured Options are found in Appendix E. The Patient Charge Schedule for each option below is included in Appendix D.)

AT&T Dental Program

AT&T East Employee Dental Program

AT&T West Employee Dental Program

### *Disability Programs*

AT&T Disability Income Program

AT&T Disability Income Program for Bargained Employees

AT&T Disability Income Program for Southwest Bargained Employees

AT&T East Disability Benefits Program

AT&T Midwest Disability Benefits Program

AT&T Mobility Disability Benefits Program

AT&T Mobility Disability Benefits Program for Southwest Bargained Employees

AT&T Southeast Disability Benefits Program

AT&T Southeast Disability Benefits Program for Special Represented Employees

AT&T West Disability Benefits Program

Legacy AT&T Disability Benefits Program

### *Life Insurance Programs*

AT&T Group Life Insurance Program

### *Vision Programs*

AT&T East Vision Program

AT&T Eligible Former Employee Vision Program

AT&T West Vision Program

AT&T Vision Program

### *AT&T Retiree Death Benefit Program*

The AT&T Retiree Death Benefit Program consists of the retiree death benefit provisions documented in the following:

AT&T Legacy Bargained Program of the AT&T Pension Benefit Plan



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AT&T Legacy Management Program of the AT&T Pension Benefit Plan

East Program of the AT&T Pension Benefit Plan

Midwest Program of the AT&T Pension Benefit Plan

Mobility Bargained Program of the AT&T Pension Benefit Plan

Nonbargained Program of the AT&T Pension Benefit Plan

Southeast Program of the AT&T Pension Benefit Plan

Southeast Management Program of the AT&T Pension Benefit Plan

Southwest Program of the AT&T Pension Benefit Plan

West Program of the AT&T Pension Benefit Plan

### *Other Programs*

AT&T CarePlus – A Supplemental Benefit Program

AT&T Health Reimbursement Account Program

AT&T International Health Program (Medical, Dental and Vision benefits)

## Benefits, policies and programs not Subject to ERISA

### *Adoption Reimbursement Benefits*

AT&T Adoption Reimbursement Program

Cingular Wireless Adoption Assistance Program

### *Commuter Benefits*

AT&T Commuter Benefit Program

### *Company Leaves of Absence Policies*

AT&T Leave of Absence Policy

AT&T Mobility Bargained Edge Leave of Absence Policy

AT&T Mobility Bargained Leave of Absence Policy for Bargained Employees in District 6

AT&T Southeast Leave of Absence Policy

AT&T Occupational Employee Leaves of Absence Policy

Midwest Leave of Absence Policy

West Leave of Absence Policy

SNET Leaves of Absence Policy

### *Employee and Retiree Discounts & Offers*

AT&T Digital Life

AT&T Employee Discounts Program Terms and Conditions

AT&T Employee Discounts Program (Retired Employees) Terms and Conditions

AT&T High-Speed Internet

AT&T Management 9 State In-Region Voice Discount Policy

AT&T Management 13 State In-Region Voice Discount Plan

AT&T Out-of-Region Voice Discount Plan

AT&T U-verse

AT&T Wireless Discount Plan

AT&T Wireless Home Phone Services

DIRECTV Employee Offer

Legacy AT&T Non-management Telephone Concession Plan

Legacy BellSouth Employee Telephone Concession Program

Legacy SBC East Region Telephone Concession Program for Residential Service

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Legacy SBC Midwest Region  
Telephone Concession Highlights  
for Residential Service

Legacy SBC Southwest Telephone  
Concession Policy Program

Legacy SBC West Telephone  
Concession Highlights for  
Residential Service

Other Discount Programs and  
Offers

OneStopShop

Preferred Customer Discount  
Program (PCDP)

Sponsorship Discounts & Offers

[Voluntary Benefit Platform](#)

Mercer Voluntary Benefits

[Work/Life Programs](#)

LifeCare

## Pension and savings plans not sponsored by AT&T

Some AT&T employees and eligible former employees participate in pension and savings plans that are sponsored by unions, not the Company. Summary plan descriptions, SMMs and other documents required by ERISA are the responsibility of, and will be sent directly from, the plan sponsor, not AT&T. This document is provided for your information and review; no other action is necessary.

The contents of this document for the following plans are subject to change without notice from AT&T:

Alaska Electrical Health & Welfare Fund

Alaska Electrical Pension Plan

Alaska Electrical Workers Money Purchase Pension Plan

National Electrical Benefit Fund

The IBEW Local Unions Savings and Security Plan

## Aon retiree health exchange

Below is the contact information for the Aon Retiree Health Exchange.

Aon Retiree Health Exchange  
4 Overlook Point  
P.O. Box 1453  
Lincolnshire, IL 60069-1407

 [retiree.aon.com/att](https://retiree.aon.com/att)

**Phone:** 800-928-8027 (TTY use 711 Relay)

**Fax:** 866-893-0702

Monday through Friday from 8 a.m. to 8 p.m. Central time

# Providers

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CONTACT INFO

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ACE

ADP

Alaska Electrical Health & Welfare Fund

Alaska Electrical Trust Funds

Alaska Teamster-Employer Welfare Trust

Alaska Vision Services, Inc.

Beacon Health Options

Blue Cross and Blue Shield of Illinois

Cancer Resource Service

Cigna Dental

Cigna Global Health Benefits

Computershare

Consumer Medical

CVS/caremark Inc.

EyeMed Vision Care

Fidelity Investments

Fidelity Service Center

Financial Engines Advisors

HealthTrans

Healthways

John Hancock Life Insurance Company USA

LifeCare

Mercer Voluntary Benefits Platform

National Electrical Benefit Fund

Scarborough Alliance Group

Sedgwick Claims Management Services

SilverScript Insurance Company

UnitedHealthcare

WageWorks

Your Spending Account (YSA) (an Aon Hewitt company)