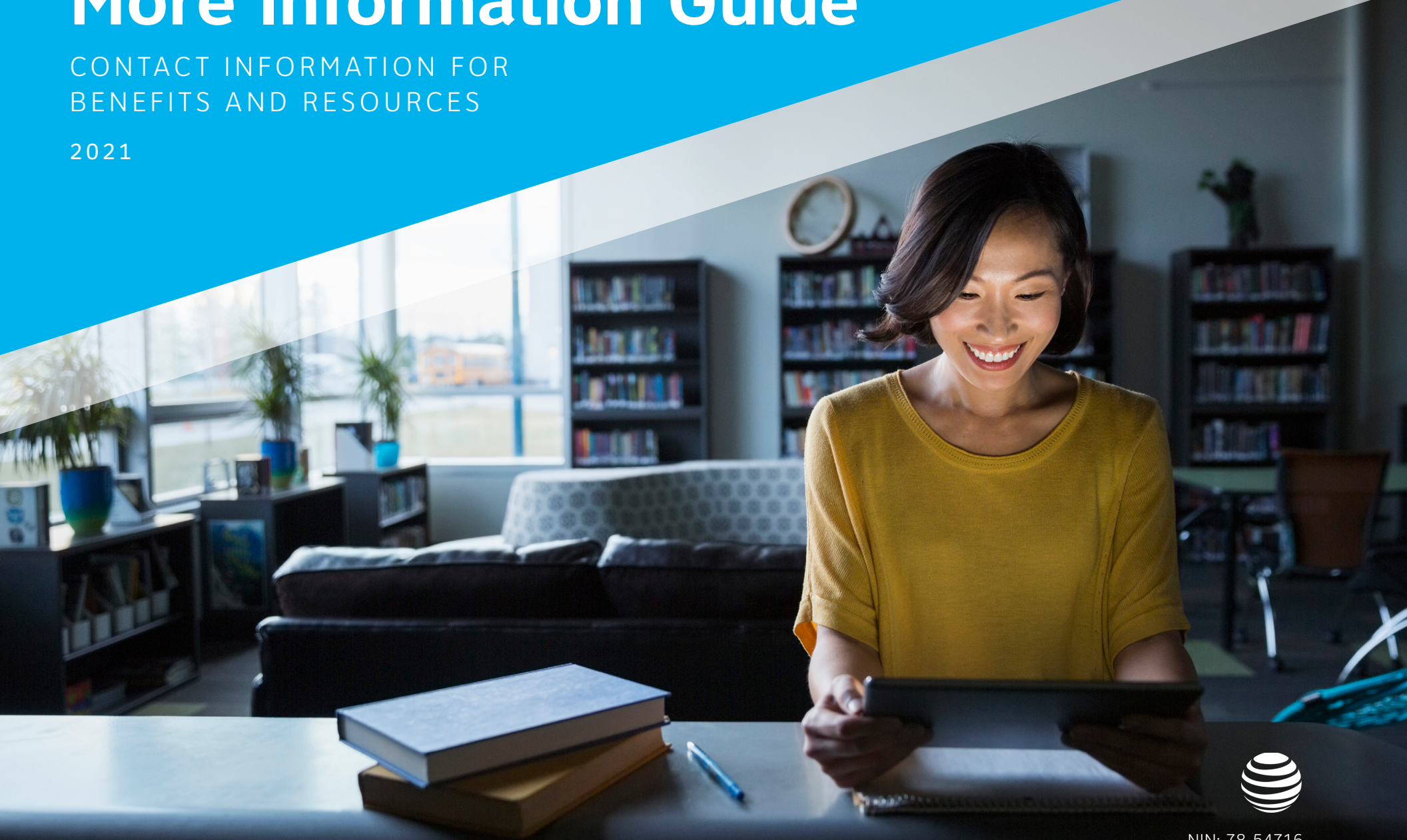


AT&T Where To Go For More Information Guide

CONTACT INFORMATION FOR
BENEFITS AND RESOURCES

2021



NIN: 78-54716

USING THIS DOCUMENT

This document is a reference guide for frequently called numbers, websites and other important AT&T benefits contact information and replaces the prior “AT&T Where To Go For More Information: Contact Information For Benefits and Resources” reference guide. It is designed to help you find information quickly and easily.

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**.

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BENEFIT AND VENDOR QUICK GLANCE

AT&T Program Eligibility

Benefit	Vendor	Website and Email		Phone
AT&T Program Eligibility				
Health and Welfare Eligibility	AT&T Benefits Center	 http://www.att.com/benefitscenter	 877-722-0020 (Domestic)  847-883-0866 (International)  847-883-8217 (Fax) Available Monday through Friday from 7 a.m. to 7 p.m. Central time. The Interactive Voice Response System (IVR) is available 24 hours a day, seven days a week.	
Pension and Savings Eligibility and Beneficiary Designation	Fidelity Service Center	 http://www.netbenefits.com/att	 800-416-2363 (Domestic and International) Available every business day the NYSE is open from 7:30 a.m. to 11 p.m. Central time.  888-343-0860 (Hearing Impaired) Available 24 hours a day.	
Voluntary Benefits Platform	AT&T Benefits Center/Mercer Personal Plans	For active employees:  http://www.att.com/benefitscenter For Eligible Former Employees:  http://www.retiree.volbenefitsadvisor.com	 866-909-5149 Available Monday through Friday from 7 a.m. to 5 p.m. Central time.	

AT&T Resources, Programs, & Discounts

Resources

Benefit	Vendor	Website and Email		Phone
AT&T Resources, Programs & Discounts				
Resources				
Beneficiary Designation	Fidelity NetBenefits		https://netbenefits.fidelity.com/NBLogin/?option=Beneficiary	
Report A Death	Fidelity Service Center			 800-416-2363  888-343-0860 (Hearing Impaired)  800-416-2363 (International) Available every business day that the New York Stock Exchange (NYSE) is open from 7:30 a.m. to 11 p.m. Central time.
Your Health Matters			https://tspace.web.att.com/communities/service/html/communitystart?communityUuid=47d85a53-e829-4f40-ba5f-5b96bbf085b3	
Your Money Matters			https://tspace.web.att.com/communities/community/yourmoneymatters	

Website, Discounts, and Offers

Benefit	Vendor	Website and Email	Phone
AT&T Resources, Programs & Discounts			
Websites, Discounts and Offers			
Retiree Website (and to access Retiree Pioneer website)		 https://access1.sbc.com/	
AT&T Perks - Discounts on Non-AT&T Products and Services.		 http://www.perks.att.com	
AT&T Products and Services		 https://www.e-access.att.com/honestop/group/hr-onestop/discounts	 888-722-1787 (say "Policy" when prompted)

Enrollment Support for Retiree/Eligible Former Employee

Benefit	Vendor	Website and Email	Phone
AT&T Resources, Programs & Discounts			
Enrollment Support for Retiree/Eligible Former Employee			
All Discounts & Offers		If you need additional information, contact OneStop.	 888-722-1787 (say "Policy" when prompted)

Account Support

Benefit	Vendor	Website and Email	Phone
AT&T Resources, Programs & Discounts			
Account Support			
Wireless Product Support		AT&T Employee and Retiree Self-Service site:  https://www.att.com/dep/login	 800-331-0500 (OR 611 on your wireless phone)

Benefit	Vendor	Website and Email	Phone
AT&T Resources, Programs & Discounts			
Account Support			
DIRECTV, U-Verse TV, Internet and AT&T Phone (formerly U-Verse Voice) Support		AT&T Employee and Retiree Self-Service site:  https://www.att.com/dep/login Employee Discount Program Support Center:  g02511@att.com	 877-377-9010 Available Monday through Friday from 9 a.m. to 6 p.m. Central time.
AT&T NOW Support – Active Employees Only		 https://www.att.com/dep/login  g47012@att.com	 877-377-9010 Available Monday through Friday from 9 a.m. to 6 p.m. Central time.
Wireline and DSL Support		Employee Discount Program Support Center:  g02511@att.com HealthSmart (Reimbursements):  anw.attretireediscounts@healthsmart.com	Employee Discount Program Support Center:  877-377-9010 Available Monday through Friday from 9 a.m. to 6 p.m. Central time. HealthSmart (Reimbursements):  888-251-0645 Available Monday through Friday from 7 a.m. to 5 p.m. Central time.

Programs

Benefit	Vendor	Website and Email	Phone
AT&T Resources, Programs & Discounts			
Programs			
Employee Assistance Program (EAP) – Optum EAP	Optum	 https://www.liveandworkwell.com/content/en/public.html (company code ATT)	 866-263-9253 Available 24/7/365 days a year.

Benefit	Vendor	Website and Email	Phone
AT&T Resources, Programs & Discounts			
Programs			
Employee Assistance Program (EAP) – Lyra Health EAP*	Lyra Health	 https://att.lyrahealth.com/ *Pilot Program for Certain Management Employees: Management Employees and their Household Members are eligible for the Lyra pilot if they: • Have a home address located within the states of Connecticut, New Jersey, or New York, or • Are within a Texas ZIP code – generally within a 100-mile radius of Dallas-Fort Worth. See the EAP SPD and any SMMS for more information. All other eligibility requirements, limitations, services, and confidentiality provisions of the EAP remain in effect. The pilot program is available from April 1, 2020 through October 31, 2021.	 844-901-1062 Available 24 hours a day, seven days a week, 365 days a year.
Health Insurance Portability and Accountability Act of 1996 (HIPAA)		 https://directpath.dcatalog.com/v/HIPAA-Notice?page=1	
Leaves of Absence		From work:  https://www.e-access.att.com/hronestop/group/hr-onestop/attendance From home:  https://access1.sbc.com/	 888-722-1787 Available Monday through Friday from 8 a.m. to 6 p.m. Central time.
Leaving the Company		 https://www.e-access.att.com/hronestop.web.att.com/group/hr-onestop/life-events-leaving2	

Benefit	Vendor	Website and Email	Phone
AT&T Resources, Programs & Discounts			
Programs			
Requesting Tax Form Documents		 https://access1.sbc.com/	For 1095-Cs or Form W-2s:  855-823-3723 (Equifax Tax Form Management Customer Service) For Legacy DTV employee 1095-Cs prior to 2017:  877-722-0020 (AT&T Benefits Center)
HR/Payroll Services	Employee Connection/MyHR	 4infor@employeeConnection.com	Employee Connection:  (855) 875-4455 MyHR:  (855) 505-6947

Health

Medical and Mental Health & Substance Use Disorder (MH/SUD)

Benefit	Vendor	Website and Email	Phone
Health			
Medical and Mental Health & Substance Use Disorder (MH/SUD) Benefits Administration			
Medical and Mental Health/Substance Use Disorder (MH/SUD) Benefits Administration – For Management AT&T Medical Programs (Active and Former Management Employees) and AT&T Regional Eligible Former Employee Medical Programs (Former Bargained Employees)	Aetna	 http://www.aetna.com/	Medical and Mental Health & Substance Use Disorder (MH/SUD):  866-296-1387 (Phone)  859-455-8650 (Fax)  855-835-2362 (Teladoc) The Interactive Voice Response System (IVR) is available 24 hours a day, seven days a week

Benefit	Vendor	Website and Email		Phone
Health				
Medical and Mental Health & Substance Use Disorder (MH/SUD) Benefits Administration				
Medical and Mental Health/Substance Use Disorder (MH/SUD) Benefits Administration - For AT&T Medical Programs for Active Employees and Eligible Former Employee (Bargained and Management Employees)	BlueCross and BlueShield of Illinois	 	http://www.bcbsil.com/att Blue Access for Member (BAM) Portal offers "I need to contact Customer Service" email option to submit inquiries	Medical and Mental Health & Substance Use Disorder (MH/SUD):  855-439-3641 (Management Service Center)  800-621-7336 (Bargained Service Center)  800-299-0274 (NurseLine)  800-621-0965 (For services requiring Notification or Preauthorization)  800-810-2583 (International – Medical)  800-526-0844 (TTY - Medical)  217-698-2883 (Fax) Service Center: Available Monday through Friday 7 a.m. to 7 p.m. Central time. Interactive voice response (IVR) system: Medical - 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 6 p.m. Central time. Mental Health and Substance Use Disorder - The IVR is available 24 hours a day, seven days a week. NurseLine: The NurseLine is available 24 hours a day, seven days a week.

Benefit	Vendor	Website and Email		Phone
Health				
Medical and Mental Health & Substance Use Disorder (MH/SUD) Benefits Administration				
Medical and Mental Health/Substance Use Disorder (MH/SUD) Benefits Administration - AT&T Eligible Former Employee Advantage Medical Program (Self Insured)	UnitedHealthcare	 https://www.myuhc.com/	Medical and Mental Health & Substance Use Disorder (MH/SUD):  877-506-7221 (Domestic and International)  From a TTY phone dial 711 , from any other phone dial 877-506-7221 (Hearing Impaired) Service Center: Available Monday through Friday from 7 a.m. to 7 p.m. Central time, except some holidays. For medical and/or MH/SUD services requiring Notification or Preauthorization, the customer service center is available Monday through Friday from 8 a.m. to 5 p.m. Central time, except some holidays. Interactive voice response (IVR) system and Optum NurseLine: Available 24 hours a day, seven days a week.  801-567-5498 (Fax - Medical)  248-733-6085 (Fax - Mental Health & Substance Use Disorder)	

Benefit	Vendor	Website and Email		Phone
Health				
Medical and Mental Health & Substance Use Disorder (MH/SUD) Benefits Administration				
Medical and Mental Health/Substance Use Disorder (MH/SUD) Benefits Administration - AT&T Group Medicare Advantage Program (Fully Insured) - For the AT&T Eligible Former Advantage Medical Programs	UnitedHealthcare	 https://www.uhcretiree.com/att/home.html	Medical:  888-803-9234 (Domestic and International)  From a TTY phone dial 711 , from any other phone dial 888-803-9234 (Hearing Impaired) Mental Health & Substance Use Disorder (MH/SUD):  800-453-8440 (Domestic and International)  From a TTY phone dial 711 , from any other phone dial 800-453-8440 (Hearing Impaired) Service Center: Available Monday through Friday from 8 a.m. to 8 p.m. local time, except some holidays. Interactive voice response (IVR) system and Nurseline: Available 24 hours a day, seven days a week.  888-950-1169 (Fax)	

Benefit	Vendor	Website and Email		Phone
Health				
Medical and Mental Health & Substance Use Disorder (MH/SUD) Benefits Administration				
Medical and Mental Health/Substance Use Disorder (MH/SUD) Benefits Administration - AT&T Group Medicare Advantage Program (Fully Insured) - For the AT&T Group Medicare Advantage Medical Program	UnitedHealthcare	 https://www.uhcretiree.com/att/home.html	Medical and Mental Health & Substance Use Disorder (MH/SUD):  866-819-3448 (Domestic and International)  From a TTY phone dial 711 , from any other phone dial 866-819-3448 (Hearing Impaired) Service Center: Available Monday through Friday from 8 a.m. to 8 p.m. local time, except some holidays. Interactive voice response (IVR) system and Nurseline: Available 24 hours a day, seven days a week.  888-950-1169 (Fax)	

Fertility Services

Benefit	Vendor	Website and Email		Phone
Health				
Fertility Services				
Fertility Services	Progyny	 http://www.progyny.com/	 888-203-5126 (Domestic) Patient Care Advocates are available Monday through Friday, 8 a.m. to 8 p.m. Central time, except some holidays.  385-770-7167 (Hearing Impaired) IVR is available 24 hours a day, seven days a week.	

Prescription Drugs

Benefit	Vendor	Website and Email	Phone
Health			
Prescription Drug			
Prescription Drug	CVS Caremark®	 http://www.caremark.com/	 800-378-8851 Available 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.  800-231-4403 (Hearing Impaired) Available 24 hours a day.

Additional Tools & Resources

Benefit	Vendor	Website and Email	Phone
Health			
Additional Tools & Resources			
A personalized web and mobile experience where you can access AT&T wellbeing and benefit programs, receive points and redeem rewards, search options for care, and track your medical, dental, and Rx claims and spending.	Castlight Health	  http://www.mycastlight.com/att support@castlighthealth.com	 866-476-0219 Castlight Support is available Monday through Friday from 7 a.m. to 8 p.m. Central time.

Benefit	Vendor	Website and Email		Phone
Health				
Additional Tools & Resources				
A medical resource, to get a remote expert second opinion for a new diagnosis or existing conditions, find high quality in-network doctors in local area, and for assistance scheduling doctor's appointment.	Grand Rounds	 http://www.grandrounds.com/att	 800-374-1009 Available Monday through Friday from 7 a.m. to 8 p.m. Central time.	
Diabetes management, diabetes prevention, weight management, and hypertension management. The digital health platform provides actionable, personalized, and timely, clinically based insights that make it easier for people with chronic conditions to stay healthy.	Livongo	 https://welcome.livongo.com/ATT?ccid=GEN#/	 800-945-4355 Member Support is available 24 hours a day, seven days a week, 365 days a year.	

Benefit	Vendor	Website and Email		Phone
Health				
Additional Tools & Resources				
Online Sleep Checkup, personalized sleep report, unlimited access to sleep health educational content, and self-help audio library at sleepcharge.com/att. • For eligible members, diagnostic sleep testing and treatment solutions for sleep disorders - including sleep apnea, insomnia, restless legs syndrome and circadian rhythm disorders - delivered by a team of board-certified Physicians specializing in sleep medicine, sleep coaches, and clinical sleep specialists. • Treatment initiation, care, and medical management provided via Telehealth.	Nox Health	 http://www.sleepcharge.com/att/	 877-615-7257 Available Monday through Friday, 6 a.m. to 10 p.m. Eastern time, excluding certain holidays.	

CarePlus

Benefit	Vendor	Website and Email	Phone
Health			
CarePlus			
CarePlus - Coverage for experimental health services and specified enhanced services	United Healthcare	 https://careplus.att.com/	 877-261-3340 (Domestic)  877-246-8173 (International)  711 from a TTY phone (Hearing Impaired) Available Monday through Friday from 7 a.m. to 7 p.m. Central time.

Dental

Benefit	Vendor	Website and Email	Phone
Health			
Dental			
Dental	Cigna Dental	 http://www.mycigna.com/	 888-722-5505 Available Monday through Friday from 7 a.m. to 7 p.m. Central time.  800-735-2258 (Hearing Impaired; All except California)  800-735-2929 (Hearing Impaired; California residents only)

Vision

Benefit	Vendor	Website and Email	Phone
Health			
Vision			
AT&T Eligible Former Employee Vision Program	First American Administrators, Inc. on behalf of EyeMed Vision Care	 http://www.eyemed.com/	 800-638-4288 Available Monday through Saturday 6:30 a.m. to 10 p.m. Central time and Sunday 10 a.m. to 7 p.m. Central time.  844-230-6498 (Hearing Impaired) Assistance for the Hearing Impaired is available Monday through Friday from 7:00 a.m. to 7:00 p.m. Central time. An interactive voice response system is available 24 hours a day, seven days a week, except during days that require scheduled maintenance.
Vision – For Active Employees	EyeMed Vision Care	 http://www.eyemedvisioncare.com/att	 800-638-4288 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.  844-230-6498 (Hearing Impaired) Available 24 hours a day, except during days that require scheduled maintenance.

Retiree Health Exchange

Benefit	Vendor	Website and Email	Phone
Health			
Retiree Health Exchange			
Aon Medicare Exchange		 http://www.myretireehealthexchange.com/	 800-928-8027 (TTY use 711) Relay Customer Service Associates and Licensed Insurance Agents are available Monday through Friday 8 a.m. and 8 p.m. Central time.

AT&T Group Medicare Advantage Program

Benefit	Vendor	Website and Email	Phone
Health			
Retiree Health Exchange			
Medicare Advantage Prescription Drug Program		 http://www.myretireehealthexchange.com/	 888-928-8027 (TTY use 711) Relay Customer Service Associates and Licensed Insurance Agents are available Monday through Friday 8 a.m. and 8 p.m. Central time.

Reimbursement Accounts

Benefit	Vendor	Website and Email		Phone
Reimbursement Accounts				
Adoption, Surrogacy and Cryopreservation	Your Spending Account	 http://www.att.com/benefitscenter	 877-722-0020 (Hearing Impaired; from TTY phone dial 711)  847-883-0866 (International)  888-211-9900 (Fax) The Service Center is available Monday through Friday from 7 a.m. to 7 p.m. Central time. The Interactive Voice Response System (IVR) is available 24 hours a day, seven days a week.	
Commuter	HealthEquity	 http://www.wageworks.com/mycommute	 877-924-3967 Available 24 hours a day excluding holidays.	
Flexible Spending Accounts – For Active Employees	Your Spending Account	 http://www.att.com/benefitscenter	 877-722-0020 (Hearing Impaired; from TTY phone dial 711)  847-883-0866 (International) The Service Center is available Monday through Friday from 7 a.m. to 7 p.m. Central time. The Interactive Voice Response System (IVR) is available 24 hours a day.	
AT&T Medicare Eligible Health Reimbursement Account (HRA)	Your Spending Account	 http://www.retiree.aon.com/att	 800-928-8027 (TTY use 711 Relay) Available Monday through Friday from 7 a.m. to 7 p.m. Central time.	

Benefit	Vendor	Website and Email		Phone
Reimbursement Accounts				
Health Reimbursement Accounts	Your Spending Account	 http://www.att.com/benefitscenter	 877-722-0020 (Hearing Impaired; from TTY phone dial 711)  847-883-0866 (International) The Service Center is available Monday through Friday from 7 a.m. to 7 p.m. Central time. The Interactive Voice Response System (IVR) is available 24 hours a day.	
Health Savings Accounts	Fidelity Investments	 http://www.netbenefits.com/att	 800-416-2363 Available every business day the NYSE is open from 7:30 a.m. to 11 p.m. Central time.  888-343-0860 (Hearing Impaired) Available 24 hours a day.	

Welfare – Life and Disability

Benefit	Vendor	Website and Email	Phone
Welfare – Life and Disability			
Life Insurance	MetLife	 http://www.att.com/benefitscenter	Claims that Evidence of Insurability (EOI) has been denied:  800-638-6420, select option 1 Claims of Life Insurance, Accidental Death & Dismemberment or Accelerated Death Benefit that have been denied and Forms:  800-638-6420, select option 2 (Evidence of Insurability and Life Insurance Claims)  866-887-2019 (Accelerated Death Benefits and Assignments) Available Monday through Friday from 7 a.m. to 3 p.m. Central time. The Interactive Voice Response System (IVR) is available 24 hours a day. Claims of Special Accidental Death & Dismemberment that have been denied:  800-336-0627
Short-Term, Supplemental Long-Term and Long-Term Disability, Workers' Compensation and Job Accommodations	Sedgwick Claims Management Services (Disability Insurance) - AT&T Integrated Disability Service Center (IDSC)	 https://www.e-access.att.com/hronestop/group/hr-onestop/disability-health	 866-276-2278 Available Monday through Friday from 7 a.m. to 7 p.m. Central time.  866-224-4627 (Fax)

Benefit	Vendor	Website and Email	Phone
Welfare – Life and Disability			
Short-Term Disability Benefits for Eligible WarnerMedia Employees	The Hartford (WarnerMedia's Leave of Absence Call Center)	 https://www.e-access.att.com/hronestop/group/hr-onestop/disability-health	 855-894-4269 Available Monday through Friday from 7 a.m. to 10 p.m. Central time.  855-362-1771 (Fax)
State Disability Insurance Claims– California		Contact the local Employment Development Department (EDD) office to obtain an application for benefits. If you need help to determine your local office, call the EDD office in Sacramento, and that office will identify the number for your local EDD office. California's statutory disability benefits are provided through the California State Disability Insurance Plan.	 800-480-3287
State Disability Insurance Claims– Hawaii		Hawaii's statutory disability benefits are provided through an insurance policy purchased from the Prudential Insurance Company.	 800-842-1718
State Disability Insurance Claims– New Jersey		Call the New Jersey Department of Labor Division of Temporary Disability Insurance (TDI). New Jersey's statutory disability benefits are provided through the New Jersey Temporary Disability Benefits Trust Fund.	 609-292-7060
State Disability Insurance Claims– New York		New York's statutory disability benefits are provided through policies purchased from the Prudential Insurance Company.	 800-842-1718

Benefit	Vendor	Website and Email	Phone
Welfare – Life and Disability			
State Disability Insurance Claims– Puerto Rico		All Chauffeurs: - Puerto Rico’s statutory disability benefits are provided through the Puerto Rico Non-Occupational Disability Insurance Program (SINOT by its Spanish acronym). Call the Puerto Rico Department of Insurance. IMPORTANT: Chauffeurs are employees who are required or permitted to operate a motor vehicle usually and regularly as part of their job. Casual or sporadic use of a motor vehicle in the performance of your job does not cause you to be classified as a Chauffeur. All Other Employees: - Puerto Rico’s statutory disability benefits are provided through policies purchased from Triple-S Vida.	 787-754-5353 (All Chauffeurs)  787-758-4888 (All Other Employees)
State Disability Insurance Claims– Rhode Island		Call the Temporary Disability Insurance Division, Rhode Island Department of Labor and Training. Rhode Island’s statutory disability benefits are provided through the Rhode Island Temporary Disability Insurance Program.	 401-462-8420

Pension & Savings

Benefit	Vendor	Website and Email		Phone
Pension & Savings				
AT&T Pension Plan	Fidelity	 http://www.netbenefits.com/att	 800-416-2363 (Domestic and International) Available every day the NYSE is open from 7:30 a.m. to 11 p.m. Central time.  888-343-0860 (Hearing Impaired) Available 24 hours a day.	
AT&T Savings Plan	Fidelity	 http://www.netbenefits.com/att	 800-416-2363 (Domestic and International) Available every day the NYSE is open from 7:30 a.m. to 11 p.m. Central time.  888-343-0860 (Hearing Impaired) Available 24 hours a day.	
Investment Advice	Financial Engines Advisors	 http://www.financialengines.com/foratt	 877-401-5762 Available Monday through Friday from 7:30 a.m. to 7:30 p.m. Central time, except some holidays.	

Stock Options, Performance Shares and Restricted Stocks

Benefit	Vendor	Website and Email		Phone
Stock Options, Performance Shares and Restricted Stocks				
Computershare		 http://www.computershare.com/att	 	888-722-6767 732-491-0658 (International)

Benefit	Vendor	Website and Email	Phone
Stock Options, Performance Shares and Restricted Stocks			
AT&T Equity Administration (if Computershare is unable to resolve issues)		 att.equity.admin@att.com	 866-533-4390 Available Monday through Friday from 8 a.m. to 4 p.m. Central time.

Other Benefits

Benefit	Vendor	Website and Email	Phone
Other Benefits			
International Business Travel – Supplemental Medical	CHUBB - Ace American Insurance Company		 800-336-0627 Available Monday through Friday from 7:30 a.m. to 4 p.m. Eastern time.  302-476-6194 (Direct dial for International)  302-476-7857 (Fax)
International Health Program (for International Expatriate and Inpatriate Benefits)	Cigna Global Health Benefits	 cignaenvoy.com or http://www.cignaenvoy.com/ (if accessing inside AT&T) (for medical, prescription drugs, dental and vision)	 800-441-2668 (If dialing internationally, use that country's AT&T Direct Access number)  302-797-3100 (Reverse charges accepted)  800-243-6998 (If dialing internationally, use that country's AT&T Direct Access number) These numbers are available 24 hours a day.

Benefit	Vendor	Website and Email	Phone
Other Benefits			
Long-Term Care Insurance	John Hancock Life Insurance Company USA		 800-732-3220  800-255-1808 (Hearing Impaired) Available Monday through Friday from 7 a.m. to 5 p.m. Central time, excluding holidays.

Union Provided Benefits - Alascom

Benefit	Vendor	Website and Email	Phone
Union-Provided Benefits - Alascom			
Alascom – International Brotherhood of Electrical Workers (IBEW) Local 1547	Alaska Electrical Health and Welfare Fund	 http://www.aetf.com/  info@aetf.com	 907-276-1246 (Phone)  800-478-1246 (Phone)  907-278-7576 (Fax)
Alascom - Teamsters Local 959	Alaska Teamster-Employer Welfare Trust - General/Eligibility Information	 http://www.959trusts.com/  benefits@959trusts.com	 907-751-9700 (Phone)  800-478-4450 (Phone)  907-751-9738 (Fax) Available Monday through Friday from 8 a.m. to 5 p.m. Alaska time.
	Alaska Teamster-Employer Welfare Trust - Prescription Drug Program	 http://www.optumrx.com/	 877-839-8119

Benefit	Vendor	Website and Email	Phone
Union-Provided Benefits - Alascom			
	Alaska Teamster-Employer Welfare Trust - Vision Care Benefit	 http://www.vsp.com/	 800-877-7195 (Phone)  916-851-5152 (Fax)

Union Provided Benefits – AT&T Mobility and AT&T Corp.

Benefit	Vendor	Website and Email	Phone
Union-Provided Benefits - AT&T Mobility and AT&T Corp.			
AT&T Mobility – IBEW Local 1547	Alaska Electrical Pension Plan and Alaska Electrical Workers Money Purchase Pension Plan	 http://www.aetf.com/	 800-478-1246 or 907-276-1246 Available Monday through Friday from 8 a.m. to 5 p.m. Alaska Time.
SBC Global Services, Inc. – IBEW Local 494	National Electrical Benefit Fund	 http://www.nebf.com/	 301-556-4300 Available Monday through Friday from 8 a.m. to 5 p.m. Eastern time.  301-556-0100 (Fax)
SBC Global Services, Inc. – IBEW Local 21	Scarborough Alliance Group (IBEW Local Unions Savings and Security Plan)	 http://www.scarboroughalliance.com/	 800-223-7608 Available Monday through Friday from 9 a.m. to 5 p.m. Eastern time.  914-591-8801 (Fax)

CLAIMS, APPEALS, REQUESTS FOR DOCUMENTS, & LEGAL RESOURCES

This section of the document only applies to ERISA plans.			
Health and Welfare	Eligibility Claims: For Flexible Spending Account (FSA), Medical, CarePlus, Dental, Life, Vision insurances, Disability and Medicare Part B Premium Reimbursement, Eligibility, Enrollment, COBRA or Contribution claims:  AT&T Benefits Center Claims and Appeals Management P.O. Box 7105 Rantoul, IL 61866-7105  877-722-0020 (Domestic)  847-883-0866 (International)  847-554-1397 (Fax) Available Monday through Friday from 7 a.m. to 7 p.m. Central time.	Appeals:  AT&T Benefits Center Eligibility and Enrollment Appeals Committee P.O. Box 7105 Rantoul, IL 61866-7105	Contact Information:  http://www.att.com/benefitscenter or https://access1.sbc.com/  AT&T Benefits Center P.O. Box 7105 Rantoul, IL 61866-7105 You can call the AT&T Benefits Center at:  877-722-0020 (Domestic)  847-883-0866 (International)  847-883-8217 (Fax) Available Monday through Friday, 7 a.m. to 7 p.m. Central time.

This section of the document only applies to ERISA plans.			
Pension and Savings	Regular Claims: Written claims for benefits or an appeal of a denied claim for benefits under the Plan must be sent to: Regular Claims:  Fidelity Service Center Claims and Appeals P.O. Box 770003 Cincinnati, OH 45277-1060 Overnight Claims:  Fidelity Service Center Claims and Appeals 100 Crosby Parkway, KC1F-D Covington, KY 41015	Appeals: Written claims for benefits or an appeal of a denied claim for benefits under the Plan must be sent to: Regular Appeals:  Fidelity Service Center Claims and Appeals P.O. Box 770003 Cincinnati, OH 45277-1060 Overnight Appeals:  Fidelity Service Center Claims and Appeals 100 Crosby Parkway, KC1F-D Covington, KY 41015	Contact Information:  https://nb.fidelity.com/public/nb/att/home  FIDELITY SERVICE CENTER P.O. Box 770003 Cincinnati, OH 45277-0065  800-416-2363 (Domestic and International) Available every business day that the New York Stock Exchange (NYSE) is open from 7:30 a.m. to 11 p.m. Central time.  888-343-0860 (Hearing Impaired) Available 24 hours a day.
Contact Information	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 To request copies of current SPDS or SMMs, you may also contact Fidelity or the AT&T Benefits Center, as appropriate to the program or plan. To request copies of other documents under which an ERISA plan is established or operated. You may also contact Fidelity or the AT&T Benefits Center as appropriate to the program or plan, and request copies of plan documents.		

Agent for Service of Process

Legal Resources	
This section of the document only applies to ERISA plans.	
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 described in the applicable Summary Plan Description or Summary of Material Modifications. 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 1999 Bryan Street, Suite 900 Dallas, TX 75201-3136

Employee Benefits Security Administration

Legal Resources	
This section of the document only applies to ERISA plans.	
If you have questions about your Plan, you should contact the Plan Administrator. If you have any questions about your rights under ERISA, or if you need assistance in obtaining documents from the Plan Administrator, you should contact the nearest office of the Employee Benefits Security Administration, U.S. Department of Labor, listed in your telephone directory; or at the address listed below.	
	http://www.dol.gov/ebsa
	Division of Technical Assistance and Inquiries Employee Benefits Security Administration U.S. Department of Labor 200 Constitution Avenue N.W. Washington, D.C. 20210
	866-444-EBSA (866-444-3272)
IMPORTANT INFORMATION: You may also obtain certain publications about your rights and responsibilities under ERISA by calling the publications hotline of the Employee Benefits Security Administration.	

Serving a Subpoena

Legal Resources

This section of the document only applies to ERISA plans.

If you have a signed authorization to release information or a subpoena request for production, you must fax or email the request to the AT&T Global Legal Demand Center at:



888-938-4715 (Preferred method; There is no need to follow up with a hard copy)



compcent@att.com (Available 24 hours a day)

IMPORTANT INFORMATION: For additional information regarding authorizations to release information or subpoena requests, call:



800-635-6840 (Option 5)

Available 24 hours a day.