

**Benefit Plan Contacts  
2023**

QUESTIONS RELATING TO	CONTACT	PHONE	EMAIL OR WEBSITE	ADDRESS
Medical Plan	UMC Health Plan Operations	(806) 775-8793	healthplanoperations@umchealthsystem.com Online EOB: <a href="https://umchealthsystem.factsweb.ebix.com/FACTSWeb/MemberEntry.asp?Content=Page1">https://umchealthsystem.factsweb.ebix.com/FACTSWeb/MemberEntry.asp?Content=Page1</a> (Contact Health Plan Operations for website access login credentials)	309 North Slide Road, Lubbock, TX 79415
Medical Prior Authorization or Pre-certification <small>(All in-patient services, surgical procedures over \$1,000 and sleep studies)</small>	Spectrum Review Services	(800) 258-5055		
Medical Provider Directory	TeamChoice - In Lubbock Area MultiPlan - Out of Area	(806) 795-5959 (800) 678-7427	www.team-choice.com www.multiplan.com	
Pharmacy or Prescriptions	UMC Outpatient Pharmacy	(806) 775-8696	http://umcintranet Search for UMC Formulary	Medical Office Plaza One, First Floor Monday-Friday: 7 a.m. to 6 p.m. Saturday: 10 a.m. to 2 p.m.
Dental - Preventive & Full Coverage	MetLife Dental Trust/ <b>Medical Educational Trust</b>	Claims/Benefits (800) 275-4638	www.metlife.com/dental	
Dental Reimbursement Plan	UMC Health Plan Operations	(806) 775-8793		309 North Slide Road, Lubbock, TX 79415
Vision Plan	Superior Vision <i>by MetLife</i>	(800) 507-3800	www.SuperiorVision.com	
Employee Assistance Program		24-hour Help Line: (806) 743-1EAP or (800) 327-0238		
Flexible Spending Accounts: Health Care & Dependent Care	Pension Concepts	(806) 745-9781 Ext. 6	PensionConcepts.org (Debit Card Request and Claim Forms) <a href="https://myrsc.com/">https://myrsc.com/</a> for debit card balances and transactions	
Life Insurance	Reliance Standard Life	(800) 351-7500	<a href="https://www.reliancestandard.com/home/">https://www.reliancestandard.com/home/</a>	
Long Term Disability	Reliance Standard Life	(800) 351-7500	<a href="https://www.reliancestandard.com/home/">https://www.reliancestandard.com/home/</a>	
Short Term Disability	Reliance Standard Life	(800) 351-7500	<a href="https://www.reliancestandard.com/home/">https://www.reliancestandard.com/home/</a>	
Voluntary Benefits: <b>(Individual Policies)</b> Accident, Critical Illness, Hospital	Rebekah Marquez - Aflac	(806) 701-5266 Office (432) 290-1433 Cell	<a href="mailto:rebekah_marquez@us.aflac.com">rebekah_marquez@us.aflac.com</a>	3402 73rd St., Suite E, Lubbock, TX 79423
Voluntary Benefits: <b>(UMC Group Policy)</b> Accident, Hospital Indemnity, Critical Illness	Aflac	(800) 433-3036	aflacgroupinsurance.com	1600 Williams St., Columbia SC 29201
Employee Discounts	Beneplace		<a href="https://umchealthsystem.savings.beneplace.com">https://umchealthsystem.savings.beneplace.com</a>	
Wellness Program <small>(Company Code: UMC)</small>			<a href="https://umc.wellright.com/act/auth/login">https://umc.wellright.com/act/auth/login</a>	
403(b) and Roth	Aspire Financial Services	Mr. Kyle Motheral: (806) 783-3072		Edward D Jones Company 6102 Chicago Ave, Suite 200 Lubbock, TX 79424
403(b) and Roth	Lord Abbett	Mr. Garry Kirkland: (303) 268-2213 Office (720) 883-2025 Cell		Peak Wealth Advisors 5251 DTC Parkway, Suite 1045 Greenwood Village, CO 80111
403(b) and Roth	Primerica	Mr. Arnold Hall: (806) 785-5959		Primerica Financial Services 3318 83rd St, Suite 400 Lubbock, TX 79423
403(b) and Roth	Vanguard	Participant Services: (800) 569-4903		Vanguard P.O. Box 534044 St. Petersburg, FL 33747
457 and Roth	Nationwide Retirement Solutions	Mr. Jim Hammock: (806) 441-6069		Nationwide Retirement Solutions P.O. Box 182797 Columbus, OH 43218
Credit Union	Texas Tech Credit Union	(806) 742-3606 (877) 546-1818	<a href="https://www.texastechfcu.org/">https://www.texastechfcu.org/</a>	3601 4th Street. Room #1A98 Lubbock, TX 79430
Enrollment Questions	UMC Human Resources	(806) 775-9222	HRBenefitStaff@umchealthsystem.com	Medical Office Plaza One, Suite B70

