

Who Do I Contact?

Your benefits are provided by a combination of organizations. Be prepared to specify which plan you are calling about.

Ventura County Health Care Plan (HMO)

Website: <http://www.vchealthcareplan.org>, Member Services e-mail: vchcp.memberservices@ventura.org
Customer Service (805) 981-5050 or (800) 600-8247
24/7 Nurse Advice/Health Information (no copayment) (800) 334-9023
Mail Order Pharmacy – Express Scripts (www.express-scripts.com) (800) 233-8065
Behavioral Health – Optum Health Behavioral Solutions – Life Strategies (800) 851-7407

BlueShield Medical Plans (Trio ACO HMO, Access+ HMO, and High-Deductible PPO)

Policy# W0067449, Website: www.blueshieldca.com
TRIO ACO HMO Customer Service (855) 747-5800
Access+ HMO and High-Deductible PPO Customer Service (855) 256-9404
NurseHelp 24/7 (no copayment) (877) 304-0504
TelaDoc (24/7 doctor visit via telephone, web, or mobile app with \$5 copay for HMO and \$40 copay for PPO) (800) 835-2362
Mail Order Pharmacy – Caremark (<https://www.blueshieldca.com/wellness/drugs/mail-service-prescriptions>) (866) 346-7200
Blue Shield Mental Health Services (877) 263-9952

MetLife Dental PPO Plan

Group# 0154209 (PDP Plus Plan), Website: www.metlife.com/mybenefits
Customer Service (Member Services office for Eligibility/Claims/Benefits/Pre-certifications) (800) 438-6388

Medical Eye Services (MES) – Vision Plan

Group# 20434; Policy# 290-004, Website: <http://www.mesvision.com>
Customer Service (714) 619-4660 or (800) 877-6372
Customer Service e-mail: customerservice@mesvision.com

Chard Snyder Flexible Spending Accounts (Health Care, Dependent Care, and Transportation)

Website: <http://www.chard-snyder.com>
Customer Service (800) 982-7715
Customer Service e-mail: askpenny@chard-snyder.com

HealthEquity HSA (for BlueShield HDHP-PPO enrollees only)

Customer Service (866) 346-5800
Website: <http://www.healthequity.com>

County Retiree Health Benefits Analyst

Email: Patty.Vandewater@ventura.org (805) 662-6791
Website: <https://hr.ventura.org/benefits/retiree-health-benefits>

Optional Life Insurance/Basic Life Insurance – MetLife

Customer Service (Group Policy# 154209) (800) 638-6420
Portability Customer Service (888) 252-3607

Long Term Disability Insurance – MetLife

Customer Service (Group Policy# 154209) (800) 638-2242

Short Term Disability Insurance – COV Wage Supplement Plan

Website: <https://hr.ventura.org/benefits/absence-management-disability-plans> (805) 654-3636

Leave of Absence Program

Absence Management Analyst (Last Names A-L) (805) 654-2780
Absence Management Analyst (Last Names M-Z) (805) 654-3636
Website: <https://hr.ventura.org/benefits/absence-management-disability-plans>

Employee Assistance Program (EAP)

Lincoln's Inn, 950 County Square Drive, Suite 200, Ventura, CA 93003 (805) 654-4327
Website: <https://hr.ventura.org/benefits/employee-assistance-program>

Wellness Program

Website: <http://www.ventura.org/vcwell> (805) 654-2628

WorkLife Program

Website: <https://hr.ventura.org/benefits/work-life-program> (805) 477-7234

Deferred Compensation Program (401k and 457 Plans)

Website: <https://hr.ventura.org/benefits/deferred-compensation> (805) 654-2620

County of Ventura- CEO/HR/Benefits

800 S. Victoria Avenue, Loc# 1970, Ventura CA 93009-1970

PHONE (805) 654-2570 FAX (805) 654-2665

Email: Benefits.ServiceRep@ventura.org

Internet: <https://hr.ventura.org/benefits> Intranet: <http://myvcweb/index.php/hr/benefits/home>