

Who Do I Contact?

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
Teladoc (24/7 doctor visit via telephone or web; typically no copayment)	(800) 835-2362
Mail Order Pharmacy – Express Scripts (https://www.express-scripts.com/)	(800) 811-0293
Behavioral Health – Optum Health Behavioral Solutions – Life Strategies	(800) 851-7407

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

Group# W0067449, Website: www.blueshieldca.com , www.blueshieldca.com/ventura	
TRIO ACO HMO Customer Service	(855) 747-5800
Access+ HMO and High-Deductible PPO Customer Service	(855) 256-9404
NurseHelp (available 24/7; no copayment)	(877) 304-0504
TelaDoc (24/7 doctor visit via telephone or web; typically no copayment)	(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/countyofventura or 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: https://www.mesvision.com/ ; Customer Service e-mail: customerservice@mesvision.com	
Customer Service	(800) 877-6372

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

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

HealthEquity HSA (for BlueShield HDHP-PPO enrollees only)

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

County Retiree Health Benefits

Website: https://hr.ventura.org/benefits/retiree-health-benefits ; Email: Patty.Vandewater@ventura.org	(805) 662-6791
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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
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Short Term Disability Insurance – COV Wage Supplement Plan

Website: https://hr.ventura.org/benefits/absence-management-disability-plans	(805) 654-3636
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Leave of Absence Program

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

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: https://vcwell.ventura.org	(805) 654-2628
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WorkLife Program

Website: https://hr.ventura.org/benefits/work-life-program	(805) 477-7234
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Deferred Compensation Program (401k and 457 Plans)

Website: https://hr.ventura.org/benefits/deferred-compensation	(805) 654-2620
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COBRA/Direct Bill Administrator – ConnectYourCare (CYC)

Website: https://cobra.connectyourcare.com/	(855) 687-2021
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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>