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

**BlueShield Medical Plans (Trio ACO HMO, Access+ HMO, and High-Deductible PPO)**
Policy# W006749, Website: [www.blueshieldca.com](http://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](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](http://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](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](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](http://www.healthequity.com)

**County Retiree Health Benefits Analyst**
Email: [Patty.Vandewater@ventura.org](mailto:Patty.Vandewater@ventura.org)
Website: [https://hr.ventura.org/benefits/retiree-health-benefits](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](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](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) 654-3427
Website: [https://hr.ventura.org/benefits/employee-assistance-program](https://hr.ventura.org/benefits/employee-assistance-program)

**Wellness Program**
Website: [http://www.ventura.org/vcwell](http://www.ventura.org/vcwell)
(805) 654-2628

**WorkLife Program**
Website: [https://hr.ventura.org/benefits/work-life-program](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](https://hr.ventura.org/benefits/deferred-compensation)
(805) 654-2620