

Who Do I Contact?

Ventura County Health Care Plan (HMO)

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| Website: http://www.vchealthcareplan.org , Member Services Email: 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)

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| Group# W0067449, Website: www.blueshieldca.com , myoptions.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

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| 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 |

EyeMed – Vision Plan

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| Group# ; Policy# , Website: https://eyemed.com/en-us | |
| Customer Service | (866) 800-5457 |

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

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

HealthEquity HSA (for BlueShield HDHP-PPO enrollees only)

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

County Retiree Health Benefits

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| 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

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

Long Term Disability Insurance – MetLife

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| Customer Service (Group Policy# 154209) | (800) 638-2242 |
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Short Term Disability Insurance – COV Wage Supplement Plan

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| Website: https://hr.ventura.org/benefits/absence-management-disability-plans | (805) 654-2780 |
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Absence Management Program

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| Website: https://hr.ventura.org/benefits/absence-management-disability-plans | |
| Absence Management Analyst Email: LOA.Benefits@ventura.org | (805) 677-8785 |

Employee Assistance Program (EAP)

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| 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

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| Website: https://vcwell.ventura.org/ | (805) 654-2628 |
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Lactation Accommodation Information

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| Website: https://hr.ventura.org/benefits | email: WorkLife@ventura.org |
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Deferred Compensation Program (401k and 457 Plans)

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

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| Website: https://cobra.optumfinancial.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>