

Who Do I Contact?

Ventura County Health Care Plan (HMO)

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)

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

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

Group# 1041070, Website: <https://eyemed.com/en-us>

Customer Service (866) 800-5457

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

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)

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

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) 654-2780

Absence Management Program

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)

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

Lactation Accommodation Information

Website: <https://hr.ventura.org/benefits>

email: WorkLife@ventura.org

Deferred Compensation Program (401k and 457 Plans)

Website: <https://hr.ventura.org/benefits/deferred-compensation>

(805) 654-2620

COBRA/Direct Bill Administrator – Optum Financial

Website: <https://cobra.optumfinancial.com>

(855) 687-2021

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>