

## Questions?

More information about the 2019 plans is available on the McClatchy LiveWell website. You can access the website by visiting [www.mcclatchylivewell.com](http://www.mcclatchylivewell.com). If you have additional questions, please refer to the Key Contacts below.

Benefit Plan Provider		Group #	Telephone/Fax	Internet address/Email	For assistance with
Aetna – Medical	Member Services	620229	1-888-492-3862 Mon-Fri, 8am – 6pm PST	<a href="http://aetna.com">aetna.com</a>	<ul style="list-style-type: none"> <li>• Medical coverage questions</li> <li>• Claims status and inquiries</li> <li>• Locate network providers</li> </ul>
	24-hour Nurse Line		1-800-556-1555 (access 24/7)		<ul style="list-style-type: none"> <li>• Medical advice over the phone and after hours</li> </ul>
	Health Advocacy Team (HAT)		1-888-277-2467 24 hours/7 days a week		<ul style="list-style-type: none"> <li>• Case Management</li> <li>• Pre-certification for inpatient procedures</li> </ul>
	Teladoc		1-855-835-2362	<a href="http://teladoc.com/aetna">teladoc.com/aetna</a>	<ul style="list-style-type: none"> <li>• 24/7 National network access to board certified doctors</li> </ul>
CVS/caremark- Prescription Specialty Pharmacy Help Desk	Customer Care	RXBin: 004336 RXPCN: ADV RXGRP 0458	1-866-505-6233 Customer care 1-800-237-2767 Specialty	<a href="http://caremark.com">caremark.com</a> <a href="http://cvsspecialty.com">cvsspecialty.com</a>	<ul style="list-style-type: none"> <li>• Prescription questions, mail order, eligibility and claims</li> <li>• Specialty drug refills, order status and questions</li> <li>• Questions and help navigating through CVS</li> </ul>
Cigna – Dental	Member Services	3214896	1-800-244-6224 (800-CIGNA24) 24 hours/7 days a week access	<a href="http://mycigna.com">mycigna.com</a>	<ul style="list-style-type: none"> <li>• Dental coverage questions</li> <li>• Claims status and inquiries</li> <li>• Locate network providers</li> </ul>
VSP – Vision	Member Services	12316443	1-800-877-7195 Mon- Fri, 5 am – 7 pm PST	<a href="http://vsp.com">vsp.com</a> webmaster@vsp.com	<ul style="list-style-type: none"> <li>• Vision coverage questions</li> <li>• Claims status and inquiries</li> <li>• Locate network providers</li> </ul>
Budco- Dependent Verification	Customer Service	McClatchy	1-888-349-2301 Fax: 888-546-7382	<a href="http://www.dependentverification.budco.com/user/mni">www.dependentverification.budco.com/user/mni</a>	<ul style="list-style-type: none"> <li>• Check status of dependent verification</li> <li>• Upload or fax documents</li> </ul>
Aetna – EAP/Behavioral Health	Employee Assistance Program	McClatchy	1-866-845-4972 24 hours/7 days a week access	<a href="https://www.mylifevalues.com">https://www.mylifevalues.com</a> Username & Password: McClatchy	<ul style="list-style-type: none"> <li>• Behavioral health intake for referral to EAP or mental health/substance abuse benefits</li> <li>• Pre-certification for inpatient services</li> </ul>
PayFlex – FSA/HRA/HSA/Trans	Participant Customer Service	McClatchy	1-888-678-8242 Mon-Fri, 7am -7pm CST Sat, 9am -2pm CST	<a href="http://payflexdirect.com">payflexdirect.com</a>	<ul style="list-style-type: none"> <li>• Flexible Spending Account balance</li> <li>• Health Savings Account balance</li> <li>• Eligible expenses questions</li> <li>• Claim status and inquiries</li> </ul>
Aetna – Disability (FMLA, STD & LTD)	Claim Intake	476608	1-866-269-6241 Mon-Fri, 8am – 8pm EST	<a href="http://wkabsystem.com">wkabsystem.com</a> (access 24/7) Identifier: MCCLATCHY	<ul style="list-style-type: none"> <li>• File disability claim</li> <li>• Claim status and inquiries</li> </ul>
Aetna – Life	Group Life Customer Service	476608	1-800-523-5065 Mon-Fri, 8am – 7pm EST		<ul style="list-style-type: none"> <li>• Obtain enrollment kit /rates for portability &amp; conversion</li> <li>• Obtain accelerated death benefit information</li> <li>• File death claim</li> </ul>
PayFlex - COBRA	Participant Customer Service	McClatchy	1-800-359-3921 Mon-Fri, 8-5 CST	<a href="https://www.payflex.com/">https://www.payflex.com/</a>	<ul style="list-style-type: none"> <li>• COBRA coverage and eligibility questions</li> <li>• COBRA premium payments</li> </ul>
Virgin Pulse	Member Services		888-671-9395 Mon-Fri, 8am – 9pm EST Chat – Mon-Fri, 2am – 9pm EST	<a href="http://join.virginpulse.com/McClatchy">http://join.virginpulse.com/McClatchy</a> support@virginpulse.com	<ul style="list-style-type: none"> <li>• Portal Access</li> <li>• Wellness activities and tracking</li> </ul>

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Allstate – Accident Plan/Critical Illness	Member Services	G1494	1-800-521-3535 EST 1-800-211-5533 Spanish 1-866-427-3677 Fax	<a href="http://allstatebenefits.com/mybenefits">allstatebenefits.com/mybenefits</a>	<ul style="list-style-type: none"> <li>• Questions, claims, policy/certificate holder support</li> </ul>
InfoArmor – Identity Theft Protection	Customer Care	2030	1-800-789-2720	<a href="http://myprivacyarmor.com">myprivacyarmor.com</a>	<ul style="list-style-type: none"> <li>• Portal Access</li> <li>• Questions</li> </ul>
Nationwide – Pet Insurance	Customer Care		1-800-540-2016 1-877-738-7874 Enrollment & additional information	<a href="http://www.petinsurance.com/mcclatchy">www.petinsurance.com/mcclatchy</a>	<ul style="list-style-type: none"> <li>• Free quotes online or by phone</li> <li>• Enrollment, questions &amp; claims</li> <li>• To take advantage of preferred pricing, mention you are a McClatchy employee</li> </ul>
LiveWell at McClatchy			1-866-334-2334 Voicemails only	<a href="http://Mcclatchylivewell.com">Mcclatchylivewell.com</a> livewell@mcclatchy.com pensions@mcclatchy.com 401k@ncclatchy.com	<ul style="list-style-type: none"> <li>• Benefit questions, policies &amp; forms</li> <li>• Links to benefits providers' websites</li> </ul>

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