

Questions?

More information about the 2018 plans is available on the McClatchy LiveWell website. You can access the website by visiting 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, 8 am – 6 pm PST | aetna.com | <ul style="list-style-type: none"> • Medical coverage questions • Claims status and inquiries • Locate network providers |
| | 24-hour Nurse Line | | 1-800-556-1555 (access 24/7) | | <ul style="list-style-type: none"> • Medical advice over the phone and after hours |
| | Health Advocacy Team (HAT) | | 1-888-277-2467 24 hours/7 days a week | | <ul style="list-style-type: none"> • Case Management • Pre-certification for inpatient procedures |
| | Teladoc | | 1-855-835-2362 | teladoc.com/aetna | <ul style="list-style-type: none"> • 24/7 National network access to board certified doctors |
| Aetna – EAP/Behavioral Health | Employee Assistance Program | McClatchy | 1-866-845-4972 24 hours/7 days a week access | aetnaeap.com Company ID: MYMCCEAP | <ul style="list-style-type: none"> • Behavioral health intake for referral to EAP or mental health/substance abuse benefits • Pre-certification for inpatient services |
| Aetna – Disability (FMLA, STD & LTD) | Claim Intake | 476608 | 1-866-269-6241 Mon-Fri, 8 am – 8 pm EST | wkabsystem.com (access 24/7) Identifier: MCCLATCHY | <ul style="list-style-type: none"> • File disability claim • Claim status and inquiries |
| Aetna – Life | Group Life Customer Service | 476608 | 1-800-523-5065 Mon – Fri, 8 am – 7 pm EST | | <ul style="list-style-type: none"> • Obtain enrollment kit /rates for portability & conversion • Obtain accelerated death benefit information • File death claim |
| 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 1-800-364-6331 Help Desk | caremark.com cvsspecialty.com | <ul style="list-style-type: none"> • Prescription questions, mail order, eligibility and claims • Specialty drug refills, order status and questions • Questions and help navigating through CVS |
| CIGNA – Dental | Member Services | 3214896 | 1-800-244-6224 (800-CIGNA24) 24 hours/7 days a week access | mycigna.com | <ul style="list-style-type: none"> • Dental coverage questions • Claims status and inquiries • Locate network providers |
| VSP – Vision | Member Services | 12316443 | 1-800-877-7195 Mon – Fri, 5 am – 7 pm PST | vsp.com e-mail: webmaster@vsp.com | <ul style="list-style-type: none"> • Vision coverage questions • Claims status and inquiries • Locate network providers |
| ShapeUp - Wellness | Member Services | McClatchy | 1-844-209-7543 Member Service | mcclatchylivewell.shapeup.com | <ul style="list-style-type: none"> • Portal Access • Wellness activities and tracking |
| PayFlex – FSA/HRA/HSA/Trans | Participant Customer Service | McClatchy | 1-888-678-8242 Mon – Fri, 7 am -7 pm CST Sat., 9 am -2 pm CST | payflexdirect.com | <ul style="list-style-type: none"> • Flexible Spending Account balance • Health Savings Account balance • Eligible expenses questions • Claim status and inquiries |
| PayFlex - COBRA | Participant Customer Service | McClatchy | 1-800-359-3921 Mon – Fri, 8-5 CST | payflexdirect.com | <ul style="list-style-type: none"> • COBRA coverage and eligibility questions • COBRA premium payments |
| Budco- Dependent Verification | Customer Service | McClatchy | 1-800-1-888-349-2301 Fax:888-546-7382 | www.dependentverification.budco.com/user/mni | <ul style="list-style-type: none"> • Check status of dependent verification • Fax documents |
| LiveWell at McClatchy | | | 1-866-334-2334 (this number only accepts voice mail messages) | Mcclatchylivewell.com e-mail: livewell@mcclatchy.com pensions@mcclatchy.com 401k@ncclatchy.com | <ul style="list-style-type: none"> • Benefit questions, policies & forms • Links to benefits provider website |
| Local Human Resources | | | | | <ul style="list-style-type: none"> • Health Care eligibility, enrollment, FSA deductions, Policies & benefits questions |

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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 | allstatebenefits.com/mybenefits | <ul style="list-style-type: none">• Portal Access• Questions, claims, policy/certificate holder support |
| InfoArmor – Identity Theft Protection | Customer Care | 2030 | 1-800-789-2720 | https://www.myprivacyarmor.com e-mail: info@infoarmor.com | <ul style="list-style-type: none">• Portal Access• Questions |

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