

Questions?

More information about the 2011 plans is available on the McClatchy HealthWorks website. You can access the website by going to www.mcclatchy.com/healthworks. 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	www.aetna.com	<ul style="list-style-type: none"> • Medical coverage questions • Claims status and inquiries • Pharmacy and drug questions • Locate network providers
	Mail Order Pharmacy		1-800-227-5720 1-800-823-6373 TDD Mon-Fri, 7 am – 11 pm EST Sat. 8 am – 9:30 pm EST Sun 8 am – 6 pm EST	www.aetna.com/aetnarxhomedelivery	<ul style="list-style-type: none"> • Mail order refills • Fax new prescriptions • Cost of drugs • Order status and questions
	Specialty Pharmacy		1-866-782-2779 Mon – Fri, 8 am – 7 pm EST	www.aetnaspecialtypharmacy.com	<ul style="list-style-type: none"> • Specialty drug refills • Order status and questions
	24-hour NurseLine		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 access 1-610-336-1208 Fax		<ul style="list-style-type: none"> • Case Management • Pre-certification for inpatient procedures
	Disease Mgmt (DM)		1-866-269-4500 24 hours/7 days a week access		<ul style="list-style-type: none"> • Aetna Health Connections program • CareConsiderations program
Aetna – EAP/Behavioral Health	Employee Assistance Program	McClatchy	1-866-845-4972 24 hours/7 days a week access	www.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	www.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
CIGNA – Dental	Member Services	3214896	1-800-244-6224 (800-CIGNA24) 24 hours/7 days a week access	www.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	www.vsp.com e-mail: webmaster@vsp.com	<ul style="list-style-type: none"> • Vision coverage questions • Claims status and inquiries • Locate network providers
PayFlex – FSA/HRA/Trans	Participant Customer Service	McClatchy	1-800-284-4885 Mon – Fri, 7-7 CST Sat., 9-2 CST	www.healthhub.com	<ul style="list-style-type: none"> • Flexible Spending Account balance • Eligible expenses questions • Claim status and inquiries • Claim forms
PayFlex - COBRA	Participant Customer Service	McClatchy	1-800-359-3921 Mon – Fri, 8-5 CST	www.healthhub.com	<ul style="list-style-type: none"> • COBRA coverage questions • COBRA eligibility • COBRA premium payments
HealthWorks at McClatchy	Employee Resource Center	N/A	1-866-334-2334 (this number only accepts voice mail messages)	www.mcclatchy.com/healthworks e-mail: healthandwelfare@mcclatchy.com pensions@mcclatchy.com 401k@mcclatchy.com espp@mcclatchy.com	<ul style="list-style-type: none"> • Benefit questions, policies & forms • Locate network providers • Access Aetna drug formulary • Links to Aetna websites
Local Paper	Human Resources	N/A			<ul style="list-style-type: none"> • Eligibility and enrollment questions • Policies & benefit questions • Health care and FSA deductions
PeopleSoft	Helpdesk	N/A	1-800-958-5041	e-mail: pshelpdesk@mcclatchy.com	<ul style="list-style-type: none"> • Computer related questions • Open enrollment access and technical questions