



# BENEFITS FOR BELONGING



At Iron Mountain, it's our goal that every Mountaineer feels a sense of belonging, every day. We value diversity and believe it to include all of the characteristics and experiences that define each of us as individuals and everything that makes us who we are. We recognize that our uniqueness enables us to provide valued insights, ideas, and perspectives that can lead to better results.

An important part of creating that sense of belonging is our effort to offer inclusive benefits, services, and resources that support all Mountaineers.



## BENEFITS TO SUPPORT ALL MOUNTAINEERS

Iron Mountain's commitment to belonging and inclusive benefits means you have a wide array of options from which to choose, and you can take advantage of those that you find most meaningful. To assure your understanding and full use of Iron Mountain's benefits and features, we also provide multiple ways to learn about and access them, with sensitivity to different learning styles and abilities.

The information presented here highlights some of our inclusive offerings with details about where to go to learn more about anything that's important to you. Click the links below to find the resources to support your needs.






BENEFITS &  
WELLBEING

## PROVIDERS THAT MATCH YOUR PREFERENCES

Health care providers in Iron Mountain's networks are carefully chosen for their high credentials and proven quality. You may have other preferences such as language fluency, gender, ethnicity, specialization, or even disposition. You can use the following services to find providers who offer specializations you need and characteristics you prefer.

Medical Provider Search	Mental Health Provider Search	Dental and Vision Provider Search
<p><b>Aetna's provider directory</b> allows you to search for providers by language and gender. Simply type your preference in the search bar.</p> <p>Note: Look for the Aetna Smart Compare designation to find doctors who have a higher standard of clinical quality. You'll see the label "Quality Care," "Effective Care," or both. Look for this graphic in the Aetna provider directory to find providers with this distinction.</p> <p> <b>Quality &amp; Effective Care</b></p> <p>The Aetna One Advisor (A1A) team can help you find the right provider for your needs. Visit <a href="https://www.aetna.com">aetna.com</a> or call <b>888.216.8573</b> (TTY: 711).</p> <p><b>Kaiser</b> members can access provider information such as languages spoken, gender, special skills, biography, and photos.</p>	<p>Visit <a href="https://login.lifeworks.com">login.lifeworks.com</a> (Username: irm; password: mountaineer) to search for providers or call <b>866.695.6327</b>.</p> <p><b>Aetna's provider directory</b> includes a category of behavioral health providers who offer counseling services and who are familiar with the experience and challenges of different genders, ethnicities, or the LGBTQA+ community.</p> <p>The A1A team can also help you find the right provider for your needs. To contact an advisor, visit <a href="https://www.aetna.com">aetna.com</a> or call <b>888.216.8573</b> (TTY: 711).</p>	<p><b>Delta Dental's</b> online provider directory offers members the following information to help them find the best dentist to meet their needs:</p> <ul style="list-style-type: none"><li>✓ Languages spoken</li><li>✓ Gender</li><li>✓ Accessibility of the office for people who use mobility aids</li><li>✓ Special experience serving adults and/or children with disabilities</li></ul> <p>On the Find a Doctor page of <a href="https://www.vsp.com">vsp.com</a>, members can filter by language and gender and link to a practice's direct website for more information.</p>

As a reminder, all our medical options provide coverage to eligible Mountaineers, their different or same-sex spouses and domestic partners, and dependent children. [Learn more about who you can cover.](#)

### CONTACT A PERSONAL ADVISOR – AETNA ONE ADVISOR (A1A)

The Aetna One Advisor (A1A) team can help you navigate all of Aetna's benefits as well as the broader suite of health and wellbeing resources available from Iron Mountain. The A1A team includes clinicians who have training and expertise across a wide range of health issues, including those related to transgender and gender-nonconforming patients. They can serve as your dedicated resource throughout your wellbeing journey, and they can also help you and your family members find care and pricing along the way. To contact A1A, visit [aetna.com](https://www.aetna.com) or call **888.216.8573**.





## GENDER AFFIRMATION SERVICES

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### COVERAGE THROUGH AETNA

At Iron Mountain, we recognize the value of medical coverage for gender affirmation services as well as the importance of quality, in-network providers. To ensure all members have access to essential services regardless of their home residence, our plans offer a travel and lodging benefit, if necessary, so that geography is never a barrier to care.

The plan covers the following in-network services:

- ✓ Psychotherapy for gender dysphoria and associated co-morbid psychiatric diagnoses
- ✓ Cross-sex hormone therapy
- ✓ Laboratory testing to monitor the safety of continuous cross-sex hormone therapy
- ✓ Puberty suppression for treatment of gender dysphoria
- ✓ Specified surgeries, including genital surgery for the treatment of gender dysphoria, and breast surgery, including bilateral mastectomies and breast reduction/breast augmentation

There are no yearly or lifetime dollar limits on gender affirmation-related medical, surgical, or mental health services.

Exclusions and limitations may apply related to services that are considered cosmetic, unproven, or not medically necessary.



## AETNA PRE-AUTHORIZATION REQUIREMENTS

### Requirements for Breast Removal

- Single letter of referral from a qualified mental health professional
- Persistent, well-documented gender dysphoria
- Capacity to make a fully informed decision and consent to treatment
- For covered individuals less than 18 years of age, completion of one year of testosterone treatment
- If significant medical or mental health concerns are present, they must be reasonably well controlled

### Requirements for Breast Augmentation (Implants/Lipofilling)

- Single letter of referral from a qualified mental health professional
- Persistent, well-documented gender dysphoria
- Capacity to make a fully informed decision and consent to treatment
- 18 years of age or older
- Completion of one year of feminizing hormone therapy prior to breast augmentation surgery (unless the covered individual has a medical contraindication or is otherwise medically unable to take hormones)
- If significant medical or mental health concerns are present, they must be reasonably well controlled

### Requirements for Gonadectomy (Hysterectomy and Oophorectomy or Orchiectomy)

- Two referral letters from qualified mental health professionals, one in a purely evaluative role
- Persistent, well-documented gender dysphoria
- Capacity to make a fully informed decision and consent to treatment
- 18 years of age or older
- If significant medical or mental health concerns are present, they must be reasonably well controlled
- Twelve months of continuous hormone therapy as appropriate to the covered individual's gender goals (unless the covered individual has a medical contraindication or is otherwise unable or unwilling to take hormones)

### Requirements for Genital Reconstructive Surgery

- Two referral letters from qualified mental health professionals, one in a purely evaluative role
- Persistent, well-documented gender dysphoria
- Capacity to make a fully informed decision and consent to treatment
- 18 years of age or older
- If significant medical or mental health concerns are present, they must be reasonably well controlled
- Twelve months of continuous hormone therapy as appropriate to the covered individual's gender goals (unless the covered individual has a medical contraindication or is otherwise unable or unwilling to take hormones)
- Twelve months of living in a gender role that is congruent with their gender identity

### Post-Surgery Cosmetic Procedures

- Hair removal, such as electrolysis, laser treatment, etc. (not as a part of reconstructive surgery)
- Hair removal required for reconstructive surgery
- Tracheal shave/reduction
- Facial feminization surgery
- Voice modification surgery and/or therapy
- Lipoplasty/filling for body masculinization or feminization subject to medical necessity





## AETNA TRAVEL AND LODGING BENEFIT

Certain travel and lodging expenses are covered under the Aetna medical plans if services are not available from a network provider within 100 miles of your home.

The plans cover U.S. domestic travel and lodging expenses for you and one companion, to travel from your home to receive certain services from a network provider.

Examples of covered expenses include coach class air fare, train or bus travel. The maximum lodging benefit is \$50 per person per night, up to a total maximum lodging benefit of \$100. Total maximum travel and lodging benefit is \$10,000 per lifetime.

To be eligible for travel and lodging reimbursement, Aetna Member Services must first confirm a network provider is not available within 100 miles of your home and a travel and lodging claim form must be completed. To obtain this confirmation and the travel and lodging claim form, and for detailed information about these covered services, including specific eligibility requirements and any limitations, contact Member Services at the toll-free number on your ID card.



## COVERAGE THROUGH KAISER

Transgender surgery is covered for those with a diagnosis of gender dysphoria. Examples of covered gender affirming surgeries include:

- ✓ Gender affirming lower body surgeries
- ✓ Male-to-female
- ✓ Female-to-male
- ✓ Tracheal shave
- ✓ Mastectomy with chest reconstruction

The Kaiser plan covers facial hair removal, breast augmentation, and facial reconstructive surgery when the covered individual's condition meets the requirements of reconstructive surgery. Services that are "cosmetic" (i.e., intended primarily to change or maintain appearance) generally are excluded unless a participating physician determines the services are medically necessary for reconstructive surgery.

The Kaiser plan covers services to treat gender dysphoria, such as mental health services and hormone therapy, when a participating physician determines they are medically necessary.

## TRAVEL AND LODGING FOR CERTAIN REFERRALS

If services are not available from a network provider near you, Kaiser will arrange or provide reimbursement for travel and lodging expenses in the following cases:

- ✓ If Medical Group refers you to a provider that is more than 50 miles from where you live for a certain specialty service; or
- ✓ If Medical Group refers you to a provider that is outside the service area for certain specialty services, such as a transplant or gender affirmation surgery.

For a complete list of specialty services that are eligible for travel and lodging referrals, or to request reimbursement, refer to the Travel and Lodging Program Description available at [www.kp.org/specialty-care/travel-reimbursements](http://www.kp.org/specialty-care/travel-reimbursements) or by calling Member Services at **800.464.4000**.



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# INCLUSIVE PATHWAYS TO PARENTHOOD

## FERTILITY AND FAMILY PLANNING COVERAGE

### COVERAGE THROUGH AETNA

We're committed to helping you build your family, your way. That's why the Aetna plans cover medically necessary family planning services and treatments, regardless of gender identity. Eligibility includes those covered as an employee or as a covered dependent who is the employee's legal spouse or domestic partner. Dependent children are covered under this plan for Assisted Reproductive Technology (ART) services only in the case of fertility preservation due to planned treatment for medical conditions that will result in infertility.

#### Basic Infertility Services

The plan covers services that include seeing a network provider:

- ✓ To diagnose and evaluate the underlying medical cause of infertility;
- ✓ And to perform surgery to treat the underlying medical cause of infertility. Examples include endometriosis surgery or, for men, varicocele surgery.

#### Comprehensive Infertility Services

The plan covers network specialist charges for:

- ✓ Ovulation induction cycle(s) with menotropins
- ✓ Intrauterine insemination

#### Advanced Reproductive Technology (ART) Services

The plan covers Assisted Reproductive Technology (ART) services such as:

- ✓ In vitro fertilization (IVF)
- ✓ Zygote intrafallopian transfer (ZIFT)
- ✓ Gamete intrafallopian transfer (GIFT)
- ✓ Cryopreserved embryo transfers (Frozen Embryo Transfers (FET))
- ✓ Intracytoplasmic sperm injection (ICSI) or ovum microsurgery

### Virtual Reproductive Health and Family Planning

Iron Mountain supports family planning for all kinds of families, including single parent, dual parent, and all genders. Through Maven, we cover medically necessary family planning services and treatments including cryopreservation embryo transfer (or known as Frozen Embryo Transfers, FET).

If you're enrolled in an Aetna medical plan, you have access to Maven, a virtual reproductive health and family planning program. Maven provides a dedicated care advocate to help you navigate to resources, providers, and specialists for your reproductive health and diverse family planning needs. Learn more about the ways Maven provides virtual care support from preconception to fertility preservation, IVF/IUI, pregnancy and postpartum support:

- ✓ For information and how to sign up, visit [mavenclinic.com/join/aetnafamily](https://mavenclinic.com/join/aetnafamily)
- ✓ For help/questions, contact [support@mavenclinic.com](mailto:support@mavenclinic.com)
- ✓ Contact Aetna One Advisor (A1A) by phone at **888.216.8573**

### COVERAGE THROUGH KAISER

If you're enrolled in a Kaiser medical plan, you can speak with your attending physician to discuss available assistance for family planning. You can also search <http://healthy.kaiserpermanente.org/> for an array of topics and resources.

For those who may have a high-risk pregnancy, Kaiser also offers coverage for visits with perinatologists who specialize in complicated pregnancies.

Kaiser also offers a variety of care options for expecting parents, and these resources are accessible for all members online. Classes on topics such as preparing for childbirth, breastfeeding, and newborn care, are available, as well as in-depth resources for every stage of pregnancy, labor and delivery, and the baby's first few weeks at home. Visit [kp.org/maternity](https://kp.org/maternity) to learn more.

The Member Service Contact Center is also available at **800.464.4000** to answer any questions you may have.



## ADOPTION ASSISTANCE

Through our Adoption Assistance program, Iron Mountain helps offset the cost of adopting children under age 18 and provides a parental leave of absence during the transition.

All full-time employees are eligible for adoption benefits after being employed at Iron Mountain for six months.

Iron Mountain will reimburse up to \$5,000 (lifetime maximum) for eligible expenses, including:

- ✓ Application fees
- ✓ Home studies
- ✓ Agency and placement fees
- ✓ Legal fees and court costs
- ✓ Immigration and immunization fees
- ✓ Transportation, meals, and lodging while away from home



### Get Started

Submit claims for eligible adoption expenses by completing the [Adoption Assistance Form](#). You'll be asked to provide copies of all supporting documents and receipts when submitting a claim. If you have questions about the process, contact Global HR Service Support at **855.IM.ASK.HR** or [irmHR.NAM@ironmountain.com](mailto:irmHR.NAM@ironmountain.com), or contact an Aetna One Advisor (A1A) at **888.216.8573**.

## CARING FOR YOUR FAMILY

The Care@Work program by [Care.com](#) gives you access to quality care providers when you need a helping hand. When you enroll in the program, you receive 10 subsidized days a year to use for child or adult backup care. You can find the right person to care for your children, aging parents or your furry family members, and you can even use the service to locate tutors and housekeepers. Every family's needs look different, but with flexible care options from a large network of vetted in-home or in-center caregivers, you can find the right care for your family on a moment's notice. Find out more through [irmbenefits.com](http://irmbenefits.com).







## EMOTIONAL WELLBEING SUPPORT

Iron Mountain provides Mountaineers and their family members with support for a variety of mental and emotional needs. Through a robust network of professional and confidential resources, the programming complements our medical plans, leave policies, and disability benefits to deliver a holistic approach to emotional wellbeing. We encourage you to take advantage of these resources to build resilience and get help when needed.

### EMPLOYEE ASSISTANCE PROGRAM

Our Employee Assistance Program (EAP) is a free and confidential service that offers 24/7 online information and five counseling sessions per incident for you and the members of your household at no cost.

**Accessibility Diversity:** Services can be accessed online/mobile, telephonic and in-person clinical support.

#### EAP Clinician Diversity:

- ✓ Our EAP aims to hire and promote counselors representative of diverse communities, and their hiring process ensures counselors are equipped to support marginalized communities that may be at greater risk.
- ✓ The EAP can match you with a counselor who shares similar lived or cultural experiences. Counseling is also accessible no matter where you are, with therapy sessions taking place online or over the phone.

Contact the EAP to find solutions to help you:

- Build and maintain **resilience**
- Get immediate support for **children's mental health**, crises, stress, anxiety, burnout, depression and grief or loss
- **Manage relationship conflicts** during separation or divorce, at work or when dealing with parenting issues
- Recognize risky behaviors and get needed **support for substance misuse** related to alcohol, drug, nicotine, and gambling addictions
- Find **child and elder care resources**, such as schooling, nursing homes, and support for special needs
- Navigate **legal and financial needs**, such as debt management and investment planning
- **Resources to support People Leaders:** 1:1 Coaching with an EAP Clinician to support leading diverse teams, checking in with you team and maintaining your resilience and leading resilient teams



#### Get started

- Go to [login.lifeworks.com](https://login.lifeworks.com). (Username: irm; password: mountaineer)
- Download the mobile app at the [App store](#) or [Google Play](#).
- Call a counselor at **866.695.6327**.

## PSYCHHUB

**PsychHub**, the world's largest mental health education platform, is provided to all Mountaineers – at no cost – to support their understanding of mental health. **PsychHub** aims to create awareness of and increase literacy around mental health issues through videos, podcasts, shareable content and more. Through education, PsychHub strives to help people better understand and overcome mental health challenges.



**Get started:** Go to <https://app.psychhub.com/signup/ironmountain>, enter your email and full name, agree to the terms and conditions, and click “sign up”.

## PSYCHHUB MENTAL HEALTH ALLY CERTIFICATE

Once you've registered, go to your Dashboard and scroll to the bottom to review the **Series: Mental Health Ally**. If you choose to complete the series, demonstrate your support and empathy by showing your Mental Health Ally Certification in your IRM email signature.

Both Aetna and Kaiser offer inpatient or outpatient services for mental health and behavioral health care. Call A1A or Kaiser to learn more about those options.

## BRIGHTLINE FOR CHILDREN AND THEIR CAREGIVERS

If you're enrolled in an Aetna medical plan, you have access to Brightline, which offers coaching and telehealth counseling for children and their caregivers, along with therapists who specialize in BIPOC/racial diversity and LGBTQ+ related issues. Visit [hellobrightline.com/ironmountain](https://hellobrightline.com/ironmountain) to get started.





## CARE OPTIONS AND RESOURCES FOR OTHER DIVERSE NEEDS

Iron Mountain's medical plans offered through Aetna and Kaiser provide programs and specialized support for a variety of condition-specific needs—whether seen or unseen.

### RESOURCES FOR RESILIENCE

If you are looking to develop self-care strategies or seek additional services, consider the following:

- ✓ **Lifestyle coaching and condition management programs**, for everything from managing depression to just eating healthier
- ✓ Aetna One Advisor support for individualized resources, encouragement, and administrative support (Aetna only)
- ✓ The EAP offers a **toolkit** that provides strategies and tools to navigate change effectively and cultivate resilience in the face of challenges
- ✓ **Telemedicine and virtual doctor's visits** for expert advice, accessible anywhere and anytime
- ✓ Iron Mountain's **LiveWell** Wellbeing and Incentive Program
- ✓ **CVS HealthHUB or MinuteClinic** visits in your local community, available at low or no cost (Aetna only)

### SUPPORT FOR NEURODIVERSE NEEDS

At Iron Mountain, we recognize that not everyone thinks, feels, learns, develops, or even operates the same. This can be a benefit as diverse thinking styles can improve an organization's impact and ability to think creatively. Yet neurodivergent individuals (e.g., ADHD, autism, dyslexia) may experience challenges in their personal and professional lives that go unseen by their colleagues and friends.

Our benefits cover programs that can offer much-needed support. Iron Mountain's medical plans through Aetna and Kaiser cover Applied Behavioral Analysis (ABA) therapy for Mountaineers and their family members with neurodiverse needs. There is no limit on this benefit so long as the therapy is prescribed and administered by plan providers (and coinsurance, deductible, and/or copays may apply).



To learn more about these resources, contact your Aetna One Advisor (A1A) or a Kaiser representative for more information.





## HIV TREATMENT AND PREVENTION

### COVERAGE THROUGH AETNA

Aetna covers routine preventive exams, including screening and counseling services on topics such as interpersonal and domestic violence, sexually transmitted diseases, human immunodeficiency virus (HIV) infections, and high-risk human papillomavirus (HPV) DNA testing for women. Preventive services also include:

- ✓ **HIV pre-exposure prophylaxis (PrEP):** PrEP is medicine for people at risk for HIV that helps to prevent HIV infection from sex or injection drug use.
- ✓ **HIV PrEP labs:** HIV PrEP labs are often completed before and while taking PrEP. We cover these labs at 100% as preventive care for covered individuals at risk of HIV.
- ✓ **HIV Screening:** Could be limited to once per year. Check the covered individual's plan benefit.

If billed as diagnostic, the covered individual's charge is at the lab benefit level.

The Health Care Reform Preventive list includes HIV class drugs. Aetna covers tenofovir disoproxil fumarate/emtricitabine (generic version of Truvada) at 100% of the cost when prescribed for prevention of HIV. A prior authorization request/medical necessity review is required for a covered individual to receive brand-name Descovy or Truvada at a \$0 copay in lieu of the generic.

All other preferred medications for HIV treatment are subject to the plan copay.

### COVERAGE THROUGH KAISER

Covered preventive services include screenings for sexually transmitted infections and HIV pre-exposure prophylaxis (PrEP).

## SUPPORT FOR CHRONIC CONDITIONS

Managing a chronic condition doesn't have to be a struggle faced alone. Whether you have MS, diabetes, or another chronic condition, Iron Mountain offers a variety of care management resources to help you develop and maintain a healthy lifestyle that allows you to manage your condition with ease.

### COVERAGE THROUGH AETNA

The Aetna Lifestyle Coaching program can help you develop new routines and a lifestyle that helps keep your symptoms manageable. Aetna health coaches can meet with you via one-on-one sessions, and you can attend live group coaching webinars or view self-directed digital coaching on your own time. Health coaches will tailor their advice based on your needs to help you take charge of your health to feel your best. Log in to your member website at [aetna.com](https://www.aetna.com) and click "Well-being Resources" to get started.

Aetna members diagnosed with diabetes also have access to Livongo Health. Through Livongo, you'll receive a blood glucose monitor, test strips, and support from a diabetes care coach. They'll help you navigate your journey with diabetes and provide personalized support. Visit [irmbenefits.com/diabetes-management](https://www.irmbenefits.com/diabetes-management) for more information.

### COVERAGE THROUGH KAISER

Kaiser offers a variety of care management programs depending on your need, including:

- ✓ Virtual physical therapy
- ✓ Weight management resources
- ✓ Heart health reminders
- ✓ Tailored diabetes care management

To access these services, contact the Member Service Contact Center at **800.464.4000** to answer any questions you may have.



## TIME AWAY POLICIES

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As a Mountaineer, you receive paid time off for holidays, vacation, and sick and wellbeing time. We encourage you to take time away from work when you need it, and to use that time to relax, recharge, and focus on all dimensions of your total wellbeing. Refer to [irmbenefits.com](http://irmbenefits.com) to verify eligibility.

You may need to take time away for a variety of important reasons, including:

- ✓ The birth or adoption of a child
- ✓ Your own or a family member's medical condition
- ✓ Military service
- ✓ The loss of an immediate family member, including miscarriage
- ✓ Other personal reasons

All Mountaineers are eligible for unpaid, qualified leaves under the Family and Medical Leave Act (FMLA). Depending on eligibility, you may have access to paid disability leave or approved, unpaid personal leave. For more information, visit [mylincolnportal.com](http://mylincolnportal.com) (Company code: IronMountain).

### PAID MEDICAL LEAVE

All Mountaineers are eligible to request a leave of absence to obtain medical services as needed. Iron Mountain pays the full cost of basic Short-Term Disability (STD) and basic Long-Term Disability (LTD) benefits for full-time Mountaineers scheduled to work 30 or more hours per week. That way, if you have a qualified medical condition or injury, you'll have a source of income while you recover. The disability programs also offer a team to work with you to identify appropriate accommodations and support your transition back to work.



## PAID PARENTAL LEAVE

Iron Mountain's **paid parental leave** allows eligible employees to take up to a maximum of eight weeks of paid time off from work after the birth, placement of adoption or fostering of a child. We also provide flexibility in how you take that time to meet a variety of needs, for example, eight weeks all at once or intermittently in one week blocks of time. The policy requires 30 days advance notice of the requested leave time away. Work with your manager to coordinate the time off. Refer to the policy to learn more.



**Get started:** Contact Lincoln Financial Group at **800.213.1532** to file your claim no earlier than 30 days before your expected delivery, adoption or fostering date but no later than 15 days after the start of the leave.

## BEREAVEMENT LEAVE

Iron Mountain offers **bereavement leave** to eligible Mountaineers after the loss of an immediate family member, including the loss of an unborn child due to miscarriage. Refer to the policy to learn more.

## MILITARY LEAVE

Iron Mountain supports, values and recognizes the diversity of needs for our active duty and veteran Mountaineer families. Whether you're getting ready to go on leave or are coming back to the workplace, we support our active military with the following:

- ✓ Employee Assistance Program to help you adjust to the changes related to your military activities
- ✓ Military Leave of Absence, refer to the Military Leave Policy for details.
- ✓ Family Military Leave for Mountaineers who have a spouse or parent who has been called to active military duty.
- ✓ In observance of Veteran's Day, additional paid time-off is offered to Mountaineers who are military veterans, as well as active duty, National Guard, or Reservists currently serving. Learn more about how to request this paid time off at [irmbenefits.com/leaves](http://irmbenefits.com/leaves).





## IF YOUR MEDICAL SERVICES ARE DENIED

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Our plans are governed with the required compliance best practices to ensure equity in the design and experience. However, if your medical claim is denied, you may have the right to file an appeal. You can file a verbal or written request for a change in the initial determination decisions regarding:

- ✓ Preauthorization
- ✓ Claim payment plan interpretation
- ✓ Benefit determinations
- ✓ Eligibility
- ✓ Emergency services

From the time that Aetna or Kaiser receives a provider or member appeal form, they have 30 days to make a decision.

Access appeal forms here:

- [Aetna Member Complaint and Appeal Form](#)
- [Kaiser Northern California Claim Form](#)
- [Kaiser Southern California Claim Form](#)

If you are contesting an insurance claim denial, please contact the appropriate Iron Mountain insurance carrier for instructions on how to submit an appeal. You can find the applicable Plan Documents on myMAP at: myMAP > IMBenefits > Library > Plan Information.





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## CONTACTS DIRECTORY AND ADDITIONAL RESOURCES

### Global HR Service Support

Administration and general information

**855.IM.ASK.HR (855.462.7547)** - *Language line available*

[www.irm.service-now.com/mymap](http://www.irm.service-now.com/mymap)

[irmHR.NAM@ironmountain.com](mailto:irmHR.NAM@ironmountain.com)

We can work with you to accommodate your work schedule, any space needs you may have, and any return-to-work-after-a-disability accommodations. Contact Global HR Service support for instructions to help you get started.

### Aetna One Advisor (A1A)

Benefits concierge

**888.216.8573** - *Language line available*

[www.aetna.com](http://www.aetna.com)

### IRM Benefits

Benefits website

[www.irmbenefits.com](http://www.irmbenefits.com)

### IRM Virtual Benefits Fair

Benefits partners' directory

<https://www.virtualfairhub.com/ironmountain>

Visit [www.irmbenefits.com/contacts](http://www.irmbenefits.com/contacts) for the most up-to-date contact information for all of our benefits and programs.







Below is a summary of the additional resources highlighted in this guide. Our partners here offer support and materials in languages other than English upon request.

<b>Aetna</b> Medical	<b>888.216.8573</b> <a href="http://www.aetna.com">www.aetna.com</a> <b>Aetna mobile apps</b> <b>Aetna Member Complaint and Appeal Form</b> <a href="http://hellobrightline.com/ironmountain">hellobrightline.com/ironmountain</a> (coaching and telehealth counseling for children) Maven virtual reproductive health and family planning program: • For information and how to sign up: <a href="http://mavenclinic.com/join/aetnafamily">mavenclinic.com/join/aetnafamily</a> • For help/questions: <a href="mailto:support@mavenclinic.com">support@mavenclinic.com</a>
<b>Kaiser Permanente</b> Medical and prescription drugs (California residents only)	<b>800.464.4000</b> <a href="http://healthy.kaiserpermanente.org/">http://healthy.kaiserpermanente.org/</a> <b>Kaiser Northern California Claim Form</b> <b>Kaiser Southern California Claim Form</b>
<b>Employee Assistance Program (EAP)</b>	<b>866.695.6327</b> <a href="http://www.login.lifeworks.com">www.login.lifeworks.com</a> (username: irm; password: mountaineer)
<b>PsychHub</b> Wellbeing resources	<a href="https://app.psychhub.com/signup/ironmountain">https://app.psychhub.com/signup/ironmountain</a>
<b>Dental Plans (Delta Dental)</b>	<b>800.872.0500</b> <a href="http://www.deltadentalma.com">www.deltadentalma.com</a> Note: Delta Dental provides free aids and services to people with disabilities, such as qualified sign language interpreters and written information in other formats (large print, audio, and accessible electronic formats). For those whose primary language is not English, Delta Dental provides free language services, such as qualified interpreters for use in the dental office and information written in other languages.
<b>Vision Plans (VSP)</b>	<b>800.877.7195</b> TDD: <b>800.428.4833</b> <a href="http://www.vsp.com">www.vsp.com</a>
<b>Lincoln Financial Group</b> (leave administration, and short and long-term disability)	<b>800.213.1532</b> <a href="http://www.MyLincolnPortal.com">www.MyLincolnPortal.com</a> Company code: IronMountain
<b>Adoption Assistance</b>	<b>Adoption Assistance Form</b> <b>855.IM.ASK.HR</b> <a href="mailto:irmHR.NAM@ironmountain.com">irmHR.NAM@ironmountain.com</a>
<b>Paid Parental Leave</b>	Contact Lincoln Financial Group at <b>800.213.1532</b>
<b>Caregiving Services</b> (child, elder and pet)	<a href="http://Care.com">Care.com</a>

This guide is intended to help you understand some of the key ways that Iron Mountain's benefits are designed to support a diversity of preferences and needs and this guide is not a comprehensive guide to all of our benefits, coverage, and policies. Plans are subject to the eligibility and plan rules outlined in the governing Plan Documents. Please refer to the Plan Documents for exact terms and conditions of coverage. If any conflict arises between this site and the official Plan Documents, the terms of the actual Plan Documents or other applicable documents will govern. Iron Mountain reserves the right to change, modify, or terminate the plans at any time. This guide isn't a contract for purposes of employment or payment of benefits.

Certain employees subject to a collective bargaining agreement are eligible to participate in certain benefits only to the extent provided in the applicable collective bargaining agreement.