

Need Help? Here's Who to Call

When you have questions about your health insurance, the last thing you want to do is spend time tracking down phone numbers. Here, we've rounded up some common questions, who to contact to get the answers, and how to reach them.

JUSTWORKS.



CERTIFIED PEO



MEDICAL, DENTAL, AND VISION COVERAGE

Contact Aetna for:

- Coverage questions, for example:
 - Is a procedure covered under my plan?
 - Is a doctor or facility in my network?
- Claims questions
- Deductible credits
- Accessing Loss of Coverage Letter or Proof of Coverage

Contact Info

Medical

📞 1-866-208-5994

Vision

📞 1-877-238-6200

Dental

📞 1-877-238-6200

Pharmacy

📞 1-888-792-3862



Note: When calling Aetna with questions about your health insurance plan, you will want to have your plan network and member ID on hand. Both can be found in your Justworks account under the Benefits tab.

The plan network is the name of the Aetna plan, e.g. Open Access® Elect Choice® EPO. Your member ID is a letter followed by a 9-digit number, listed directly below the plan network.



Contact Kaiser Permanente for:

- Coverage questions, for example:
 - Is a procedure covered under my plan?
 - Is a doctor or facility in my network?
- Claims questions
- Deductible credits
- Accessing Loss of Coverage Letter or Proof of Coverage

Additional Member services numbers information, including hours and numbers for specific regions can be found [here](#).

Contact Info

Member Services:

 **English**


1-866-208-5994 (toll free)

 **Spanish**

1-800-788-0616 (toll free)

 **Chinese**

1-800-757-7585 (toll free)

 **TTY for the hearing and speech impaired**

1-800-777-1370 (toll free)

Available 24/7




Note: When calling Kaiser Permanente with questions about your health insurance plan, you will want to have your member ID on hand.

Your member ID can be found on your Kaiser Permanente Insurance card that's mailed to your address on file.

Contact UnitedHealthCare for:

- Coverage questions, for example:
 - Is a procedure covered under my plan?
 - Is a doctor or facility in my network?
- Claims questions
- Deductible credits
- Accessing Loss of Coverage Letter or Proof of Coverage

Contact Info

Medical
 1-800-782-3740



Note: When calling United Healthcare with questions about your health insurance plan, you will want to have your member ID on hand.

This can be found in your Justworks account under the Benefits tab and will be displayed as a 9-digit number, listed directly below the plan network.

MetLife

DENTAL AND VISION COVERAGE

Contact MetLife for:

- Coverage questions, for example:
 - Is a procedure covered under my plan?
 - Is a doctor or facility in my network?
- Claims questions
- Deductible credits
- Accessing Loss of Coverage Letter or Proof of Coverage

Contact Info

Dental

 1-800-942-0854

Vision

 1-855-638-3931

HealthAdvocateSM

Contact Health Advocate for:

- Questions related to Health Advocate services, for example:
 - How do I choose the best plan for me?
 - What procedures are covered?
- Help completing forms, such as:
 - Pre-authorization for prescriptions
 - Manual claim forms
- Questions about In Vitro Fertilization (IVF)
- Mental Health counseling
- Medical Bill Saver
- Work/Life Balance

Contact Info

 1-866-799-2728

 answers@healthadvocate.com

Available 24/7



Contact BenefitWallet for:

- Questions about your FSA or HSA, such as:
 - What is the balance in my FSA/HSA account?
 - How do I submit for a reimbursement?
 - I lost my card. How do I get a replacement?

Contact Info

✉ info@mybenefitwallet.com

FSA or Dependent Care FSA

☎ 1-855-236-8600

HSA

☎ 877-472-4200

JUSTWORKS.

Contact Justworks for:

- Eligibility questions, for example:
 - What is my effective date?
 - What is my termination date?
 - I've had a qualifying life event; what do I do now?
- Updating demographic information for you and your dependents, for example:
 - Spelling of name, address, date of birth, etc.
- If you're still not sure who to contact. We can help point you in the right direction!

Contact Info

☎ 1-888-534-1711

✉ support@justworks.com

⚙ slack.justworks.com

💬 (858)247-0005

Available 24/7