

Contacts

For Info On:	Vendor/Administrator	Phone/Email	Website
General Benefit Information	OxyLink Employee Service Center 4500 South 129th East Ave. Tulsa, OK 74134-5801	email: oxylink@oxy.com phone: 800-699-6903 international: 918-610-1990 hours: Mon–Fri: 8:30 am–5 pm CT (except holidays)	oxylink.oxy.com
HEALTH			
Medical	Aetna Basic Aetna HealthFund	phone: 800-334-0299 international: 817-417-2000 ext. 4154016 TDD: 800-628-3323 hours: Mon–Fri: 8 a.m–6 pm CT (except holidays)	www.aetna.com
	Anthem	phone: 877-442-4686 international: 818-234-4512 hours: Mon–Fri: 8 am–11 pm CT (except holidays)	www.anthem.com
	BlueCross BlueShield of Western New York	email: CustomerService@bcbswny.com phone: 800-888-5407 hours: Mon–Fri: 8 am–7 pm CT	www.bcbswny.com
	Independent Health	email: memberservices@servicing.independenthealth.com phone: 800-501-3439 TDD: 800-432-1110 hours: Mon–Fri: 8 am–8 pm CT	www.independenthealth.com
	Global Emergency Services (emergency travel assistance)	email: medservices@assistamerica.com phone: 800-872-1414 international: +1 609-986-1234 reference#: 01-AA-ACA-06045 hours: 24/7	www.assistamerica.com
Prescription Drug	Express Scripts	phone: 800-551-7680 international: 800-497-4641 TDD: 800-759-1089 hours: 24/7 (except Thanksgiving and Christmas)	www.express-scripts.com
Dental	Aetna	phone: 800-334-0299 international: 817-417-2000 ext. 4154016 hours: Mon–Fri: 8 am–6 pm CT (except holidays)	www.aetna.com
Vision	VSP	phone: 800-877-7195 hours: Mon–Fri: 7 am–10 pm CT Sat: 9 am–10 pm CT Sun: 8 am–8 pm CT	www.vsp.com/go/oxy
	Aetna Vision Discount	phone: 800-793-8616 hours: Mon–Sat: 7 am–10 pm CT Sun 10 am–7 pm CT	www.aetna.com
	Anthem Vision Discounts	phone: 877-442-4686 hours: Mon–Fri: 8 am–11 pm CT (except holidays)	www.anthem.com

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HEALTH			
Hearing Discounts	Aetna Hearing Care Solutions	phone: 866-344-7756 hours: Mon–Fri: 8 am–5 pm CT (except holidays)	www.aetna.com
	Anthem Hearing Discounts	phone: 877-442-4686 hours: Mon–Fri: 8 am–11 pm CT (except holidays)	www.anthem.com
	Amplifon Hearing Health Care (formerly HearPO)	Email: cases@amplifon.com phone: 888-432-7464 hours: Mon–Fri: 8 am–5 pm CT	www.amplifonusa.com
	TruHearing/VSP	phone: 877-396-7194 hours: Mon–Fri: 7 am–10 pm CT Sat: 9 am–10 pm CT Sun: 8 am–8 pm CT	vsp.truhearing.com
Health Savings Account (HSA) Health Care FSA	PayFlex/Aetna	PayFlex phone: 844-PAYFLEX (844-729-3539) international: 402-345-0666 fax: 888-238-3539 hours: Mon–Fri: 7 am–7 pm CT Sat 9 am–2 pm CT Aetna phone: 800-334-0299 international: 817-417-2000 ext. 4154016 TDD: 877-703-5572 hours: Mon–Fri: 8 am–5 pm CT (except holidays)	www.payflex.com www.aetnavigators.com
HEALTH SUPPORT			
Best Doctors®	Best Doctors	email: memberservices@bestdoctors.com phone: 866-904-0910 international: (+1) 617-502-9300 hours: Mon–Fri: 7 am–8 pm CT	www.bestdoctors.com
Health Advocate	Health Advocate	phone: 866-695-8622 hours: Mon–Fri: 7 am–8 pm CT (except holidays)	healthadvocate.com/oxy
24/7 Nurseline	Aetna	phone: 800-556-1555	
	Anthem Blue Cross	phone: 800-700-9184	
OXYHEALTH			
Biometric Screenings	Health Advocate	phone: 866-695-8622 hours: Mon–Fri: 7 am–8 pm CT (except holidays)	healthadvocate.com/oxy
Jiff	Jiff	Customer Support email: support@jiff.com hours: Mon–Fri: 5 am–9 pm PT website: jiff.force.com Jiff-Health Benefits app: Select <i>More</i> > <i>Support and Feedback</i>	app.jiff.com

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FINANCIAL			
401(k) Savings Plan Retirement Plan Supplemental Retirement Plan (SRP) Deferred Compensation Plan (DCP)	Voya Financial	Oxy Retirement Service Center phone: 844-OXY-401K (844-699-4015) international: 904-791-2397 hours: Mon–Fri: 7 am–7pm CT (excluding NYSE holidays)	oxy.voya.com
Long-Term Disability	Prudential	phone: 800-842-1718 hours: Mon–Fri: 8 am–8 pm ET (except holidays)	www.prudential.com/disability
Group Universal Life (GUL) Insurance	MetLife	New enrollment phone: 800-846-0124 hours: Mon–Fri: 8 am–5 pm CT Participants phone: 800-756-0124 hours: Mon–Fri: 7 am–7 pm CT	www.metlife.com/mybenefits
	Hyatt Legal Plans Group No: 0125577 (Must be enrolled in GUL to use services)	phone: 800-821-6400	
WORK / LIFE			
Dependent Care FSA	PayFlex	phone: 844-PAYFLEX (844-729-3539) international: 402-345-0666 fax: 888-238-3539 TDD: 877-703-5572 hours: Mon–Fri: 7 am–7 pm CT Sat, 9 am–2 pm CT	www.payflex.com
Employee Assistance Program (EAP)	Aetna Resources for Living	phone: 888-238-6232 international: +351-2-1454-2186 Bolivia & Columbia: +507-297-5865 email: support@worldwideassist.co.uk hours: Available 24/7	www.mylifevalues.com Username: myoxyeap Password: eap
Employment Proof	The Work Number	phone: 800-367-5690 TDD: 800-424-0253 hours: Mon–Fri: 7 am–8 pm CT	www.theworknumber.com Employer code: 13927
Auto & Home Insurance	MetLife	phone: 800-438-6388 (800-Get-Met8) hours: Mon–Thur: 8 am–11 pm, Fri: 8 am–10 pm, Sat: 9 am–5 pm	www.metlife.com/mybenefits

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COBRA / RETIREE			
COBRA Billing Unit (Medical, Dental, Vision, Health Care FSA)	PayFlex	phone: 888-678-7835 hours: Mon–Fri: 8 am–7 pm, CT (except holidays) Payment mail address: P.O. Box 953374 St. Louis, MO 63195-3374 Overnight Express Mail: PayFlex Systems USA, Inc. Re: Urgent COBRA Enrollment 10802 Farnam Dr., Suite 100 Omaha, NE 68154	www.payflex.com
Retiree Billing Unit (Medical, Dental, Life)	PayFlex	phone: 888-678-7835 hours: Mon–Fri: 8 am–7 pm, CT (except holidays) Payment mail address: P.O. Box 953374 St. Louis, MO 63195-3374	www.payflex.com