

# Insurance Plan Administrators Contact Information *Effective Sep. 1, 2008*

## UT SELECT (BCBSTX & Medco)

**Customer Service:** (866) 882-2034  
**Group Number:** 71778  
[www.bcbstx.com/ut](http://www.bcbstx.com/ut)

### General Escalated Issues

Jaclyn Faircloth (325) 794-3603  
[Jacqueline\\_Faircloth@bcbstx.com](mailto:Jacqueline_Faircloth@bcbstx.com)

### Mental Health Issues

Rex McCully (214) 692-3935  
[tmccully@magellanhealth.com](mailto:tmccully@magellanhealth.com)

### Evidence of Insurability Issues

Vickie Bowers (972) 996-9294  
[Vickie\\_Bowers@fdlic.com](mailto:Vickie_Bowers@fdlic.com)

### Claims Address

Blue Cross and Blue Shield of Texas  
 P.O. Box 660044  
 Dallas, Texas 75266

### COBRA Questions

Michelle McCabe (888) 541-7107  
 Fax (618) 998-2747  
[michelle\\_mccabe@bcbsil.com](mailto:michelle_mccabe@bcbsil.com)

### Medco Customer Service: (800) 818-0155

**Group Number:** UTSYSRX  
[www.medco.com](http://www.medco.com)

### General Escalated Prescriptions Issues

Tiffany Villarreal (800) 316-9182 Ext .2315  
[Tiffany\\_Villarreal@medco.com](mailto:Tiffany_Villarreal@medco.com)  
 Kellie Widmeir (800)316-9182 Ext 2759  
 (10:00 am-6:30 pm)  
[Kellie\\_Widmier@medco.com](mailto:Kellie_Widmier@medco.com)

## Superior Vision

**Customer Service:** (800) 507-3800  
**Group Number:** 026856  
[www.superiorvision.com/ut](http://www.superiorvision.com/ut)

### General Issues

Kevin Lane (800) 923-6766 EXT 2244  
[KLane@superiorvision.com](mailto:KLane@superiorvision.com)

### Claims Address

Superior Vision Services, Inc.  
 P.O. Box 967  
 Rancho Cordova, California 95741

### Escalated Claims Issues

Kimberley Hess (800) 923-6766 Ext 2219

### Cobra Questions

Group Number: 2686  
 Robin Walters (800) 923-6766 Ext 2107  
[RWalters@superiorvision.com](mailto:RWalters@superiorvision.com)

## CNA Group Benefits (LTC)

**Customer Service:** (888) 825-0353  
**Group Number:** 00100252TQ  
[www.ltcbenefits.com/uts/](http://www.ltcbenefits.com/uts/)

### General Escalated Issues

Bruce Kavenagh (407) 919-3910  
[Bruce.Kavenagh@cna.com](mailto:Bruce.Kavenagh@cna.com)

### Claims Address

CNA Group Term Care Attn: LTC Claims  
 P.O. Box 946760  
 Maitland, FL 32794-6760

### Portability Questions

(800) 528-4582

## Assurant Employee Benefits

**Customer Service:** (800) 443-2995  
**Group Number:** CX86  
[www.assurantemployeebenefits.com/ut](http://www.assurantemployeebenefits.com/ut)

### General Escalated Issues

Janet Ruggiano (918) 622-2284  
[Janet.Ruggiano@assurant.com](mailto:Janet.Ruggiano@assurant.com)

### Claims Address

Assurant Employee Benefits  
 P.O. Box 830949  
 Birmingham, Alabama 35283-0949

### COBRA Questions

Paige Eades (800) 456-9194 Ext 5515  
[Paige.Eades@assurant.com](mailto:Paige.Eades@assurant.com)

## UT SELECT Dental (Delta)

**Customer Service:** (800) 893-3582  
**Group Number:** 44-5968  
[www.deltadentalins.com/universityoftexas](http://www.deltadentalins.com/universityoftexas)

### General Escalated Issues

Vicki Harden (800) 775-0523 Ext 3327  
[VHarden@delta.org](mailto:VHarden@delta.org)

### Claims Address

Delta Dental Insurance Company  
 P.O. Box 1809  
 Alpharetta, Georgia 30023-1809

### COBRA Questions

Wolf Pack Insurance Services  
 Kathy Correia (800) 296-0192  
[KathyC@dvins.com](mailto:KathyC@dvins.com)

## The Hartford (STD)

**Customer Service:** (800) 741-4306  
**Group Number (STD):** 83127660  
[www.thehartfordatwork.com](http://www.thehartfordatwork.com)

### General Escalated Issues

Sharon Dolge (281) 877-3813  
[Sharon.Dolge@hartfordlife.com](mailto:Sharon.Dolge@hartfordlife.com)

### STD Claim Questions

Shawn Craft (407) 919-6855  
[Shawn.Craft@hartfordlife.com](mailto:Shawn.Craft@hartfordlife.com)

### Evidence of Insurability Questions

Carole Winegar (860) 323-2999  
[Carole.Winegar@hartfordlife.com](mailto:Carole.Winegar@hartfordlife.com)

### STD Telephonic Claims Number

(800) 741-4306

### STD Claims Address

The Hartford  
 National Account Claims  
 P.O. Box 946710  
 Maitland, Florida 32794-6710

## The Hartford (LTD)

**Customer Service:** (800) 741-4306  
**Group Number:** 83098970  
[www.thehartfordatwork.com](http://www.thehartfordatwork.com)

### General Escalated Issues

Sharon Dolge (281) 877-3813  
[Sharon.Dolge@hartfordlife.com](mailto:Sharon.Dolge@hartfordlife.com)

### LTD Claims Questions

Shawn Craft (407) 919-6855  
[Shawn.Craft@hartfordlife.com](mailto:Shawn.Craft@hartfordlife.com)

### Evidence of Insurability Questions

Carole Winegar (860) 323-2999  
[Carole.Winegar@hartfordlife.com](mailto:Carole.Winegar@hartfordlife.com)

### LTD Claims Address

The Hartford  
 National Account Claims  
 P.O. Box 946710  
 Maitland, Florida 32794-6710

### Conversion Questions

(877) 320-0484

## Fort Dearborn Life & AD&D

**Customer Service:** (866) 628-2606  
**Group Number:** GFZ71778 (GTL & AD&D)  
[www.fdlife.com/ut](http://www.fdlife.com/ut)

### General Escalated Issues

Kathy S. Henderson (972) 996-9376  
[Kathy\\_Henderson@fdlic.com](mailto:Kathy_Henderson@fdlic.com)

### Claims Questions

Jerry Scott (972) 996-9324  
[Jerry\\_Scott@fdlic.com](mailto:Jerry_Scott@fdlic.com)

### EOI Questions

Vickie Bowers (972) 996-9294  
[Vickie\\_Bowers@fdlic.com](mailto:Vickie_Bowers@fdlic.com)

### Conversion Questions

Beth Hawthorne (972) 996-9261  
[Beth\\_Hawthorne@fdlic.com](mailto:Beth_Hawthorne@fdlic.com)

### Claims Address

Fort Dearborn Life Insurance Company  
 P.O. Box 655403  
 Dallas, Texas 75265-5403

## UT FLEX (Payflex)

**Customer Service:** (866) 887-3539  
**Toll Free Fax Number:** (877) 230-4283  
[www.utflex.com](http://www.utflex.com)

### General Escalated Issues

Heidi Landgrave (303) 483-6313  
[Hlandgrave@payflex.com](mailto:Hlandgrave@payflex.com)

### Claims Questions

Angela Levkoff (800) 284-4855 Ext 8688  
[Angela@payflex.com](mailto:Angela@payflex.com)

### COBRA Questions

Heidi Landgrave (303) 483-6313  
[Hlandgrave@payflex.com](mailto:Hlandgrave@payflex.com)

### Claims Address

Payflex Systems USA, Inc.  
 Attention: Flex Department  
 P.O. Box 3039  
 Omaha, Nebraska 68103-3039



# Retirement Vendors Contact Information *Effective Sep. 1, 2008*

## VALIC

**Customer Service:** (888) 568-2542  
[www.valic.com/utexasorp](http://www.valic.com/utexasorp)

**General Escalated Issues:**  
Jennifer Sailors (713) 831-5497  
[Jennifer.Sailors@valic.com](mailto:Jennifer.Sailors@valic.com)

**General Inquires: (Communication)**  
Jennifer Sailors (713) 831-5497  
[Jennifer.Sailors@valic.com](mailto:Jennifer.Sailors@valic.com)

**Plan Communication**  
Deltra Hayes (713) 463-3803  
[Deltra.Hayes@valic.com](mailto:Deltra.Hayes@valic.com)

**Remittance Processing:**  
Alony Meghie (713) 831-1178  
[Alony.Meghie@valic.com](mailto:Alony.Meghie@valic.com)  
Jason Tovar (713) 831-1178  
[Jason.Tovar@valic.com](mailto:Jason.Tovar@valic.com)

**Mailing Address:**  
VALIC Document Control  
P.O. Box 15648  
Amarillo, Tx 79105-5648

## Lincoln Financial Group

**Customer Service:** (800) 454-6265 \*T  
[www.lfg.com/ut](http://www.lfg.com/ut)

**General Escalated Issues:**  
Robert Haverstrom (866) 423-0432  
[Robert.Haverstrom@lfg.com](mailto:Robert.Haverstrom@lfg.com)

**General Inquires:**  
Rachel Knapp (866) 266-7972  
[Rachel.Knapp@lfg.com](mailto:Rachel.Knapp@lfg.com)

**Remittance Processing:**  
Tracy Lattanzio (260) 455-6491  
[Tracy.Lattanzio@lfg.com](mailto:Tracy.Lattanzio@lfg.com)

**Mailing Address:**  
Lincoln Financial Group  
1300 S. Clinton Street  
P.O. Box 2340  
Fort Wayne, IN 46801  
Fax: (260) 455-1874

## Fidelity Investments

**Customer Service:** (800) 343-0860  
[www.fidelity.com/ut](http://www.fidelity.com/ut)

**General Escalated Issues:**  
Eric Bjurlin (817) 474-8168  
[Eric.Bjurlin@fmr.com](mailto:Eric.Bjurlin@fmr.com)

**General Issues/Remittance Processing**  
Jeewon Kim (801) 537-4492  
[Jeewon.Kim@fmr.com](mailto:Jeewon.Kim@fmr.com)

**Mailing Address:**  
Fidelity Investments  
P.O. Box 770002  
Cincinnati, OH 45277-0090

## MetLife Resources

**Customer Service:** (877) 948-4638  
[www.metlife.com/uts](http://www.metlife.com/uts)

**General Escalated Issues:**  
Joni Berardino (512) 482-9027  
[JBerardino@metlife.com](mailto:JBerardino@metlife.com)

**Remittance Processing:**  
Alicia Shepler (732) 652-1253  
[aqshepler@metlife.com](mailto:aqshepler@metlife.com)

**Mailing Address:**  
MetLife Resources  
2805 North Dallas Expressway  
Suite 215  
Plano, TX 75093

## ING

**Customer Service:** (800) 584-6001  
[www.ingretirementplans.com](http://www.ingretirementplans.com)

**General Escalated Issues:**  
Tony Cicchi (713) 881-8722  
[Tony.Cicchi@us.ing.com](mailto:Tony.Cicchi@us.ing.com)

**Remittance Processing:**  
Jennifer Costello (602) 328-8604  
[Jennifer.Costello@us.ing.com](mailto:Jennifer.Costello@us.ing.com)

**Mailing Address:**  
ING  
151 Farmington Ave.  
Hartford, CT 06156

## TIAA-CREF

**Customer Service:** (800) 842-2776  
[www.tiaa-cref.org/utexas](http://www.tiaa-cref.org/utexas)

**General Escalated Issues:**  
Donna Ahrens (512) 795-7018  
[Dahrens@tiaa-cref.org](mailto:Dahrens@tiaa-cref.org)

**Remittance Processing:**  
Steven Lewallen (800) 842-2638  
Ext 4415  
[stewallen@tiaa-cref.org](mailto:stewallen@tiaa-cref.org)

**Mailing Address:**  
TIAA-CREF  
Republic Plaza  
170 17th Street, Suite 200  
Denver, CO 80202  
Fax: (800) 914-8922

