

AT&T WHERE TO GO FOR MORE INFORMATION GUIDE

2024 CONTACT INFORMATION FOR BENEFITS AND RESOURCES



MAKING MEANINGFUL CONNECTIONS

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USING THIS DOCUMENT

This document is a reference guide for frequently called numbers, websites and other important AT&T benefits contact information and replaces the prior “AT&T Where To Go For More Information” reference guide. This Guide is designed to help you find contact information quickly and easily.

This document contains information in English. If you have difficulty understanding this document, please contact the AT&T Benefits Center, **877-722-0020**.

Este documento contiene un aviso y la información en inglés. Si usted tiene dificultad en la comprensión de este documento, por favor comuníquese con AT&T Benefits Center, **877-722-0020**.

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BENEFIT AND VENDOR QUICK GLANCE

Programs

All Benefits – SPD Library

Non-Management – <https://DirectPath.dcatalog.com/o/AB> & <https://DirectPath.dcatalog.com/v/SPD-Bargained-Library/>

Management – <https://DirectPath.dcatalog.com/o/AM>

Employee Assistance Program (EAP)

Benefit	Vendor	Website and Email	Phone
Employee Assistance Program (EAP) *	Lyra Health	 https://att.lyrahealth.com/	 844-901-1062 Available 24 hours a day, seven days a week, 365 days a year.

Family Support Services – EAP

Benefit	Vendor	Website and Email	Phone
Family Support Services	Maven	 https://www.mavenclinic.com/join/att  support@mavenclinic.com Available 24 hours a day, seven days a week, 365 days a year.	

Resilience Building Service – EAP

Benefit	Vendor	Website and Email	Phone
Resilience Building Service	meQuilibrium	 support@mequilibrium.com Available 24 hours a day, seven days a week, 365 days a year.	

Note for Expatriate Employees – EAP

Depending on where you or your household member are residing, determine how to obtain EAP services.

- **Expatriate Employee living outside of the U.S. with household member inside the U.S.:**



Household members use: <https://att.lyrahealth.com/>



Expatriate Employees contact the International EAP based on your location outside of the U.S.: [Employee Assistance Program - iHR OneStop \(att.com\)](#)

- **Expatriate Employee and household member living outside of the U.S. contact the international EAP based on your location outside of the U.S.:**



[Employee Assistance Program - iHR OneStop \(att.com\)](#)

Medical

Your Personal Healthcare Team

Benefit	Vendor	Website and Email		Phone
Your Personal Healthcare Team (find doctors, virtual visits, care coordination, expert medical opinion, treatment decision support, and LGBTQ+ affirming care)	Included Health		http://www.includedhealth.com/att	 800-374-1009 Available 24 hours a day, seven days a week, 365 days a year.

Medical Benefit Administrators

Benefit	Vendor	Website and Email	Phone
Medical and Mental Health/Substance Use Disorder (MH/SUD) Benefits Administrator	Aetna	 http://www.aetna.com/ For Management AT&T Medical Programs (Active and Former Management Employees) and AT&T Regional Eligible Former Employee Medical Programs (Former Bargained Employees)	Medical and Mental Health & Substance Use Disorder (MH/SUD):  866-296-1387 (Phone)  859-455-8650 (Fax) The Interactive Voice Response System (IVR) is available 24 hours a day, seven days a week
Medical and Mental Health/Substance Use Disorder (MH/SUD) Benefits Administrator	BlueCross and BlueShield of Illinois	 http://www.bcbsil.com/att 24/7 Service Center Live Chat: Log in to Blue Access for Members and chat with a representative 24 hours a day, 7 days a week.  Blue Access for Member (BAM) Portal offers "I need to contact Customer Service" email option to submit inquiries For AT&T Medical Programs for Active Employees and Eligible Former Employee (Bargained and Management Employees)	Medical and Mental Health & Substance Use Disorder (MH/SUD):  855-439-3641 (Management Service Center)  800-621-7336 (Bargained Service Center)  800-621-0965 (For services requiring Notification or Preauthorization)  800-810-2583 (International – Medical)  800-526-0844 (TTY - Medical)  217-698-2883 (Fax) Service Center: Available Monday through Friday 7 a.m. to 7 p.m. Central time. Interactive voice response (IVR) system: Medical - During off hours, the IVR is available Monday through Friday from 6 a.m. to 11:30 p.m. Central time and on Saturday from 6 a.m. to 6 p.m. Central time. Mental Health and Substance Use Disorder - The IVR is available 24 hours a day, seven days a week.

Benefit	Vendor	Website and Email	Phone
Medical and Mental Health/Substance Use Disorder (MH/SUD) Benefits Administrator	Centivo	 Eligible participants can go to https://att.centivo.com/ to learn more about the Low Deductible and High Deductible Care Options, including Centivo Virtual Primary Care, as well as search for in-network providers and facilities, view plan details and access FAQs about the plan. Low Deductible Care & High Deductible Care Option participants can access the Centivo member portal by clicking Already a member in the top right corner on att.centivo.com. Current participants can also contact Centivo Member Care in the Centivo app and portal by going to Contact Us in the upper right corner of your screen. For AT&T medical programs for Active Management and Puerto Rico Bargained Employees and Eligible Former Employee (Bargained and Management Employees)* *Excluding Bargained Employees (except Puerto Rico) covered under a current collective bargaining agreement.	 833-759-0128 The Centivo Member Care Team is available Monday through Friday, 7 a.m. to 10 p.m. Central time. Centivo Member Care: Available Monday through Friday, 7 a.m. to 10 p.m. Central time. Voice messaging: During off hours, participants can leave a voice message for Centivo Member Care, which will be returned within two business days. Mental Health and Substance Use Disorder: For help locating a Mental Health & Substance Use Disorder (MH/SUD) provider, search the provider directory available in the member portal at my.centivo.com or contact Centivo Member Care. If you are unable to find a provider that suits your needs, please call Centivo Member Care.

Benefit	Vendor	Website and Email		Phone
Prescription Drug Benefits Administrator	CVS Caremark®		http://www.caremark.com/	 800-378-8851 Available Monday through Friday from 7 a.m. to 11 p.m. and Saturday from 7 a.m. to 5 p.m. Central time, except some holidays.  800-231-4403 (Hearing Impaired) Available 24 hours a day.

Benefit	Vendor	Website and Email		Phone
Fertility Services and Fertility Medications Benefits Administrator	Progyny		http://www.progyny.com/	 888-203-5126 (Domestic) Patient Care Advocates are available Monday through Friday, 8 a.m. to 8 p.m. Central time, except some holidays.  833-499-1480 (Hearing Impaired) To use this phone number, a member must use a TTY device; if a regular phone is used the number will not work. IVR is available 24 hours a day, seven days a week.

Medical Benefit Vendors

Benefit	Vendor	Website and Email		Phone
Diabetes management, prevention and weight management	Livongo		https://welcome.livongo.com/ATT?ccid=GEN#/	 800-945-4355 Member Support is available 24 hours a day, seven days a week, 365 days a year.

Benefit	Vendor	Website and Email		Phone
Digital Musculoskeletal (MSK) Solution Online physical therapy at home program to help address chronic joint and back pain	Hinge Health	 	http://www.hingehealth.com/enroll/att hello@hingehealth.com	 855-902-2777 Available 8 a.m. to 8 p.m. Central time.

Benefit	Vendor	Website and Email		Phone
Hypertension management	Livongo		https://welcome.livongo.com/ATT?ccid=GEN#/	 800-945-4355 Member Support is available 24 hours a day, seven days a week, 365 days a year.

Benefit	Vendor	Website and Email		Phone
Sleep testing, treatment, online sleep checkup and educational sleep content	Nox Health (Treatment initiation, care, and medical management provided via Telehealth)		http://www.sleepcharge.com/att/	 877-615-7257 Available Monday through Friday, 8 a.m. to Midnight Eastern time and Saturday 8 a.m. to 8 p.m. Eastern time, excluding certain holidays.

Premise Health

Benefit	Vendor	Website and Email		Phone
Network Provider for all AT&T medical programs if you have access to Dallas HQ locations.	Premise Health		mypremisehealth.com	Dallas, TX  469-490-3119

Total Wellbeing Platform

Benefit	Vendor	Website and Email		Phone
Total Wellbeing Platform Resources to help you with Social, Emotional, physical and financial wellbeing. Includes Pelago (formerly known as QuitGenius) tobacco cessation program to help you avoid the tobacco surcharge.	AT&T Benefits Center Pelago (formerly QuitGenius)		http://www.att.com/benefitscenter	 877-722-0020 (Domestic)  847-883-0866 (International)  847-883-8217 (Fax) Available Monday through Friday from 7 a.m. to 7 p.m. Central time. The Interactive Voice Response System (IVR) is available 24 hours a day, seven days a week.

CarePlus

Benefit	Vendor	Website and Email		Phone
CarePlus - Coverage for experimental health services and specified enhanced services	UnitedHealthcare		https://careplus.att.com/	 877-261-3340 (Domestic)  877-246-8173 (International)  711 from a TTY phone (Hearing Impaired) Available Monday through Friday from 7 a.m. to 7 p.m. Central time.

Dental

Benefit	Vendor	Website and Email		Phone
Dental (Also applies to DHMO)	Cigna Dental		http://www.mycigna.com/	 888-722-5505 Available Monday through Friday from 7 a.m. to 7 p.m. Central time.  800-735-2258 (Hearing Impaired; All except California)  800-735-2929 (Hearing Impaired; California residents only)

Onsite Health Center Program

Benefit	Vendor	Website and Email		Phone
Onsite Health Center (Management Only)	Premise Health Employer Solutions, LLC		mypremisehealth.com	Dallas, TX  469-490-3119

Vision

Benefit	Vendor	Website and Email		Phone
AT&T Eligible Former Employee Vision Program	First American Administrators, Inc. on behalf of EyeMed Vision Care		http://www.eyemed.com/	 800-638-4288 Available Monday through Friday from 6:30 a.m. to 10 p.m. Central time, Saturday from 7 a.m. to 10 p.m. Central time, and Sunday from 10 a.m. to 7 p.m. Central time.  844-230-6498 (Hearing Impaired) Assistance for the Hearing Impaired is available Monday through Friday from 7:00 a.m. to 7:00 p.m. Central time. An interactive voice response system is available 24 hours a day, seven days a week, except during days that require scheduled maintenance.
Vision – For Active Employees	EyeMed Vision Care		http://www.eyemedvisioncare.com/att	 800-638-4288 Available Monday through Friday from 6:30 a.m. to 10 p.m. Central time, Saturday from 7 a.m. to 10 p.m. Central time, and Sunday from 10 a.m. to 7 p.m. Central time.  844-230-6498 (Hearing Impaired) Assistance for the Hearing Impaired is available Monday through Friday from 7:00 a.m. to 7:00 p.m. Central time. An interactive voice response system is available 24 hours a day, seven days a week, except during days that require scheduled maintenance.

International Health Program

Benefit	Vendor	Website and Email	Phone
International Health Program (Fully Insured for International Expatriate and Inpatriate Benefits – vision, dental and medical)	Cigna Global Health Benefits	 cignaenvoy.com or http://www.cignaenvoy.com/ (if accessing inside AT&T) • Medical • Dental • Vision	 800-441-2668 (If dialing internationally, use that country's AT&T Direct Access number)  302-797-3100 (Reverse charges accepted)  800-243-6998 (If dialing internationally, use that country's AT&T Direct Access number)  These numbers are available 24 hours a day.

International Business Travel – Supplemental Medical

Benefit	Vendor	Website and Email	Phone
International Business Travel – Supplemental Medical	CHUBB - Ace American Insurance Company	 ACEAandHClaims@chubb.com	 800-336-0627 Available Monday through Friday from 7:30 a.m. to 4 p.m. Eastern time.  302-476-6194 (Direct dial for International)  302-476-7857 (Fax)

Long-Term Care Insurance

Benefit	Vendor	Website and Email	Phone
Long-Term Care Insurance	John Hancock Life Insurance Company USA		 800-482-0022  800-255-1808 (Hearing Impaired) Available Monday through Friday from 7 a.m. to 5 p.m. Central time, excluding holidays.

Benefit	Vendor	Website and Email	Phone
Long-Term Care Insurance	Metropolitan Life Insurance Company		 800-308-0179 Available Monday through Friday from 7 a.m. to 7 p.m. Central time.

Welfare Benefits

Benefit	Vendor	Website and Email	Phone
Ancillary Benefits Program - Group Supplemental Insurance, which includes: - Hospital Indemnity, - Accident Insurance, and/or - Critical Illness Insurance - Group Legal Plan Insurance	Group Supplemental Insurance: Metropolitan Life Insurance Company Group Legal Plan Insurance: MetLife Legal Plans	Group Supplemental Insurance  www.metlife.com/mybenefits Enter your company name and hit "Submit" Follow instructions to register. See the " Beneficiary Designations " section to designate a beneficiary. Group Legal Plan Insurance  www.metlife.com/mybenefits Enter your company name and hit "Submit" Follow instructions to register or got to https://legalplans.com/ .	 888-346-4288 Available Monday through Friday from 7 a.m. to 7 p.m. Central time.

Life Insurance

Benefit	Vendor	Website and Email	Phone
Life Insurance	MetLife	 http://www.att.com/benefitscenter See the <u>“Beneficiary Designations”</u> section to designate a beneficiary.	Claims that Evidence of Insurability (EOI) has been denied:  888-346-4288 , select option 1 Claims of Life Insurance, Accidental Death & Dismemberment or Accelerated Death Benefit that have been denied and Forms:  888-346-4288 , select option 2 (Evidence of Insurability and Life Insurance Claims)  866-887-2019 (Accelerated Death Benefits and Assignments) Available Monday through Thursday from 7 a.m. to 7 p.m. Central time and Friday from 7 a.m. to 4 p.m. Central time. The Interactive Voice Response System (IVR) is available 24 hours a day.
Business Travel Accident/Special Accidental Death & Dismemberment	Chubb		Claims that have been denied:  800-336-0627
Optional Retiree Life Insurance & Post-65 Optional Retiree Life Insurance	Metropolitan Life Insurance Company	 metlife.com/mybenefits See the <u>“Beneficiary Designations”</u> section to designate a beneficiary.	 866-545-7517 (Fax) Available Monday through Friday from 7 a.m. to 10 p.m. Central time.

Disability

Benefit	Vendor	Website and Email	Phone
Short-Term, Supplemental Long-Term and Long-Term Disability, Workers' Compensation and Job Accommodations	Sedgwick Claims Management Services, Inc. (Disability Insurance) - AT&T Integrated Disability Service Center (IDSC)	 https://www.e-access.att.com/hronestop/group/hr-onestop/disability-health	 866-276-2278 Available Monday through Friday from 7 a.m. to 7 p.m. Central time.  866-224-4627 (Fax)
State Disability Insurance Claims – California		Contact the local Employment Development Department (EDD) office to obtain an application for benefits. If you need help to determine your local office, call the EDD office in Sacramento, and that office will identify the number for your local EDD office. California's statutory disability benefits are provided through the California State Disability Insurance Plan.	 800-480-3287
State Disability Insurance Claims – Hawaii		Hawaii's statutory disability benefits are provided through an insurance policy purchased from the Prudential Insurance Company.	 800-842-1718
State Disability Insurance Claims – New Jersey		Call the New Jersey Department of Labor Division of Temporary Disability Insurance (TDI). New Jersey's statutory disability benefits are provided through the New Jersey Temporary Disability Benefits Trust Fund.	 609-292-7060
State Disability Insurance Claims – New York		New York's statutory disability benefits are provided through policies purchased from the Prudential Insurance Company.	 800-842-1718

Benefit	Vendor	Website and Email	Phone
State Disability Insurance Claims – Puerto Rico		All Chauffeurs: - Puerto Rico’s statutory disability benefits are provided through the Puerto Rico Non-Occupational Disability Insurance Program (SINOT by its Spanish acronym). Call the Puerto Rico Department of Insurance. IMPORTANT: Chauffeurs are employees who are required or permitted to operate a motor vehicle usually and regularly as part of their job. Casual or sporadic use of a motor vehicle in the performance of your job does not cause you to be classified as a Chauffeur. All Other Employees: - Puerto Rico’s statutory disability benefits are provided through policies purchased from Triple-S Vida.	 787-754-5353 (All Chauffeurs)  787-758-4888 (All Other Employees)
State Disability Insurance Claims – Rhode Island		Call the Temporary Disability Insurance Division, Rhode Island Department of Labor and Training. Rhode Island’s statutory disability benefits are provided through the Rhode Island Temporary Disability Insurance Program.	 401-462-8420

Reimbursement Accounts

Benefit	Vendor	Website and Email	Phone
Adoption, Surrogacy and Cryopreservation	Your Spending Account	 http://www.att.com/benefitscenter See the Reimbursement accounts tab.	 877-722-0020 (Hearing Impaired; from TTY phone dial 711)  847-883-0866 (International)  888-211-9900 (Fax) The Service Center is available Monday through Friday from 7 a.m. to 7 p.m. Central time. The Interactive Voice Response System (IVR) is available 24 hours a day, seven days a week.

Benefit	Vendor	Website and Email	Phone
Commuter	HealthEquity (formerly WageWorks)	 https://learn.healthequity.com/att	 877-924-3967 Available 24 hours a day excluding holidays.
AT&T Flexible Spending Account Plan – For Active Employees	Your Spending Account	 http://www.att.com/benefitscenter See the Reimbursement accounts tab.	 877-722-0020 (Hearing Impaired; from TTY phone dial 711)  847-883-0866 (International) The Service Center is available Monday through Friday from 7 a.m. to 7 p.m. Central time. The Interactive Voice Response System (IVR) is available 24 hours a day, seven days a week.
AT&T Health Reimbursement Account and AT&T Eligible Former Employee Health Reimbursement Account and AT&T Medicare-Eligible Health Reimbursement Account (HRA) and WarnerMedia Retiree Health Reimbursement Arrangement Program	Your Spending Account	 http://www.att.com/benefitscenter See the Reimbursement accounts tab.	 877-722-0020 (Hearing Impaired; from TTY phone dial 711)  847-883-0866 (International) The Service Center is available Monday through Friday from 7 a.m. to 7 p.m. Central time. The Interactive Voice Response System (IVR) is available 24 hours a day, seven days a week.

Benefit	Vendor	Website and Email	Phone
Wellbeing Choice Credit Account (Active Management Only)	Your Spending Account	 http://www.att.com/benefitscenter See the Reimbursement accounts tab.	 877-722-0020 (Hearing Impaired; from TTY phone dial 711)  847-883-0866 (International) The Service Center is available Monday through Friday from 7 a.m. to 7 p.m. Central time. The Interactive Voice Response System (IVR) is available 24 hours a day, seven days a week.

Other Benefits, Discounts and Resources

Resources

Benefit	Vendor	Website and Email	Phone
Health Insurance Portability and Accountability Act of 1996 (HIPAA)		 https://directpath.dcatalog.com/v/HIPAA-Notice?page=1	
Leaves of Absence		From work:  https://www.e-access.att.com/hronestop/group/hr-onestop/attendance From home:  https://hraccess.att.com/	 888-722-1787 Available Monday through Friday from 8 a.m. to 6 p.m. Central time.

Benefit	Vendor	Website and Email		Phone
Leaving the Company		 https://DirectPath.dcatalog.com/v/Bargained-Employee-Benefits-and-Resources-After-Leaving-the-Company/	 https://DirectPath.dcatalog.com/v/Management-Benefits-and-Resources-After-Leaving-the-Company/	
Requesting Tax Form Documents		 https://hraccess.att.com/		For 1095-Cs:  877-722-0020 (AT&T Benefits Center) For W-2s:  888-722-1787 (HR OneStop)

Discounts, Offers, and Support

Benefit	Vendor	Website and Email		Phone
Retiree Website (and to access Retiree Pioneer website)		 https://hraccess.att.com/		

Benefit	Vendor	Website and Email	Phone
AT&T Perks Enjoy discounts, rewards, and perks on thousands of the brands you love in a variety of categories: • Travel • Auto Insurance • Home Insurance • Pet Insurance • Electronics • Apparel • Local Deals • Education • Entertainment • Restaurants • Health and Wellness • Beauty and Spa • Tickets • Sports & Outdoors The program is open to all AT&T employees in the U.S.	BenefitHub	 perks.att.com Register for the site using your work email address (i.e., ATTUID@att.com), email addresses without an AT&T, other official AT&T domain will be removed from the site.	 866-664-4621
AT&T Products and Services		 https://www.e-access.att.com/hronestop/group/hr-onestop/discounts	 888-722-1787 (say "Policy" when prompted)

Benefit	Vendor	Website and Email	Phone
Wireless Product Support		To order new service and to make changes to existing service, visit:  att.com	 800-331-0500 (OR 611 on your wireless phone)
Internet and AT&T Phone (formerly U-Verse Voice) Support		Order new service by logging into the AT&T Perks site:  https://attperks.benefithub.com/Welcome Employee Discount Program Support Center:  g02511@att.com	Employee Discount Program Support Center:  877-377-9010 Available Monday through Friday from 8 a.m. to 9 p.m. Central time and Saturday from 8 a.m. to 6 p.m. Central time.
Wireline Support		Employee Discount Program Support Center:  g02511@att.com	Employee Discount Program Support Center:  877-377-9010 Available Monday through Friday from 8 a.m. to 9 p.m. Central time and Saturday from 8 a.m. to 6 p.m. Central time.

Back-Up Care, Elder Care, Family Care Support

Benefit	Vendor	Website and Email	Phone
Back-Up Care	Bright Horizons	 clients.brighthorizons.com/att  backup.brighthorizons.com	 855-591-9857 Available 24 hours a day, seven days a week.
Elder Care, Care Coach	Bright Horizons	 clients.brighthorizons.com/att  brighthorizons.elivelihood.com	 833-243-5337 Available 24 hours a day, seven days a week.
Enhanced Family Support, Sitter City for pets and more	Bright Horizons	 clients.brighthorizons.com/att	 Varies per program

Health Savings Accounts (not an AT&T ERISA Program)

Benefit	Vendor	Website and Email		Phone
Health Savings Accounts	Fidelity Investments		http://www.netbenefits.com/att	Customer Service:  800-544-3716 Monday through Friday from 7:30 a.m. to 7 p.m. Central time. Hearing Impaired:  800-416-2363 (Available only by logging into the Video Relay Service (VRS) provider first)  Dial 711 to connect to Telecommunications Relay Service (TRS)  Login to Netbenefits.com/att > homepage > select Menu > Select Customer Service (For Online Chat or Virtual Assistant)

Identity Theft Protection (not an AT&T ERISA Program)

Benefit	Vendor	Website and Email		Phone
Identity Theft Protection	ID Watchdog		https://www.idwatchdog.com/myplan/att	 866-505-2176 US-based customer care team is available 24/7/365

Weight Management

Benefit	Vendor	Website and Email		Phone
AT&T Weight Management Program	WW (Weight Watchers® Reimagined)		WW.com/us/AT&T	 866-204-2885

Medicare Eligible Health Programs

AT&T Group Medicare Advantage Program

Benefit	Vendor	Website and Email	Phone
For the AT&T Group Medicare Advantage Program (Fully Insured for Medicare Eligible non-Grandfathered Eligible Former Employees)	UnitedHealthcare	 https://retiree.uhc.com/att	Medical :  866-819-3448 (Domestic and International)  From a TTY phone dial 711, from any other phone dial 866-819-3448 (Hearing Impaired) Mental Health & Substance Use Disorder (MH/SUD):  800-453-8440 (Domestic and International)  From a TTY phone dial 711, from any other phone dial 800-453-8440 (Hearing Impaired) Service Center: Available Monday through Friday from 8 a.m. to 8 p.m. local time, except some holidays. Interactive voice response (IVR) system: Available 24 hours a day, seven days a week.  888-950-1169 (Fax)

AT&T Eligible Former Employee Advantage Medical Programs

Benefit	Vendor	Website and Email	Phone
AT&T Eligible Former Employee Advantage Medical Programs (Self Insured/non-Medicare Eligible) Medical and Mental Health/Substance Use Disorder (MH/SUD) Benefits Administration	UnitedHealthcare	 https://www.myuhc.com/	Medical and Mental Health & Substance Use Disorder (MH/SUD):  877-506-7221 (Domestic and International)  From a TTY phone dial 711, from any other phone dial 877-506-7221 (Hearing Impaired) Service Center: Available Monday through Friday from 7 a.m. to 7 p.m. Central time, except some holidays. For medical and/or MH/SUD services requiring Notification or Preauthorization, the customer service center is available Monday through Friday from 8 a.m. to 5 p.m. Central time, except some holidays. Interactive voice response (IVR) system: Available 24 hours a day, seven days a week.  801-567-5498 (Fax - Medical)  248-733-6085 (Fax - Mental Health & Substance Use Disorder)
AT&T Eligible Former Employee Advantage Medical Programs (Self Insured/non-Medicare Eligible) Prescription Drug Benefits Administrator	CVS Caremark®	 http://www.caremark.com/	 800-378-8851 Available Monday through Friday from 7 a.m. to 11 p.m. and Saturday from 7 a.m. to 5 p.m. Central time, except some holidays.  800-231-4403 (Hearing Impaired) Available 24 hours a day.

Benefit	Vendor	Website and Email	Phone
AT&T Eligible Former Employee Advantage Medical Programs (Fully Insured for Medicare Eligible Grandfathered Eligible Former Employees)	UnitedHealthcare	 https://retiree.uhc.com	Medical:  888-803-9234 (Domestic and International)  From a TTY phone dial 711, from any other phone dial 888-803-9234 (Hearing Impaired) Mental Health & Substance Use Disorder (MH/SUD):  800-453-8440 (Domestic and International)  From a TTY phone dial 711, from any other phone dial 800-453-8440 (Hearing Impaired) Service Center: Available Monday through Friday from 8 a.m. to 8 p.m. local time, except some holidays. Interactive voice response (IVR) system: Available 24 hours a day, seven days a week.  888-950-1169 (Fax)

Beneficiary Designations

Benefit	Vendor	Website and Email		Phone
Beneficiary Designation	Fidelity NetBenefits (All Benefits except Ancillary and Optional Retiree and Post-65 Optional Retiree Life Insurance)		https://netbenefits.fidelity.com/NBLogin/?option=Beneficiary	Customer Service:  800-416-2363 (Domestic and International) Available Monday through Friday from 7:30 a.m. to 11 p.m. Central time (excluding all NYSE holidays except Good Friday). Hearing Impaired:  800-416-2363 (Available only by logging into the Video Relay Service (VRS) provider first)  Dial 711 to connect to Telecommunications Relay Service (TRS)  Login to Netbenefits.com/att > homepage > select Menu > Select Customer Service (For Online Chat or Virtual Assistant)
Beneficiary Designation	Ancillary Benefits MetLife		http://www.metlife.com/mybenefits	 888-346-4288
Beneficiary Designation	Optional Retiree Life Insurance and Post-65 Optional Retiree Life Insurance MetLife		http://www.metlife.com/mybenefits Update your beneficiary designation for Optional Retiree Life and Post 65 Optional Retiree Life by logging on to MyBenefits. Enter your company name and hit "Submit". Follow instructions to register.	 866-545-7517 (fax) Available Monday through Friday from 7 a.m. to 10 p.m. Central time.

Benefit	Vendor	Website and Email	Phone
Report A Death	Fidelity Service Center		Customer Service:  800-416-2363 (Domestic and International) Available Monday through Friday from 7:30 a.m. to 11 p.m. Central time (excluding all NYSE holidays except Good Friday). Hearing Impaired:  800-416-2363 (Available only by logging into the Video Relay Service (VRS) provider first)  Dial 711 to connect to Telecommunications Relay Service (TRS)  Login to Netbenefits.com/att > homepage > select Menu > Select Customer Service (For Online Chat or Virtual Assistant)
Report A Death	Ancillary Benefits MetLife	http://www.metlife.com/mybenefits	 888-346-4288
Report A Death	Optional Retiree Life Insurance and Post-65 Optional Retiree Life Insurance MetLife	http://www.metlife.com/mybenefits	 800-777-1215

Pension & Savings

Pension

Benefit	Vendor	Website and Email	Phone
AT&T Pension Benefit Plan and AT&T Puerto Rico Pension Benefit Plan	Fidelity	 http://www.netbenefits.com/att	Customer Service:  800-416-2363 (Domestic and International) Available Monday through Friday from 7:30 a.m. to 11 p.m. Central time (excluding all NYSE holidays except Good Friday). Hearing Impaired:  800-416-2363 (Available only by logging into the Video Relay Service (VRS) provider first)  Dial 711 to connect to Telecommunications Relay Service (TRS)  Login to Netbenefits.com/att > homepage > select Menu > Select Customer Service (For Online Chat or Virtual Assistant)

Savings

Benefit	Vendor	Website and Email	Phone
AT&T Savings Plans • AT&T Savings and Security Plan • AT&T Puerto Rico Retirement Savings Plan • AT&T Retirement Savings Plan • Bellsouth Savings and Security Plan	Fidelity	 http://www.netbenefits.com/att	Customer Service:  800-416-2363 (Domestic and International) Available Monday through Friday from 7:30 a.m. to 11 p.m. Central time (excluding all NYSE holidays except Good Friday). Hearing Impaired:  800-416-2363 (Available only by logging into the Video Relay Service (VRS) provider first)  Dial 711 to connect to Telecommunications Relay Service (TRS)  Login to Netbenefits.com/att > homepage > select Menu > Select Customer Service (For Online Chat or Virtual Assistant)
Investment Advice	Edelman Financial Engines Advisors	 http://www.financialengines.com/foratt	 877-401-5762 Available Monday through Friday from 7:30 a.m. to 7:30 p.m. Central time, except some holidays.

Stock Options, Performance Shares and Restricted Stocks

Benefit	Vendor	Website and Email		Phone	
Computershare			http://www.computershare.com/att		888-722-6767
					732-491-0658 (International)
AT&T Equity Administration (if Computershare is unable to resolve issues)			att.equity.admin@att.com		866-533-4390 Available Monday through Friday from 8 a.m. to 4 p.m. Central time.

UNION PROVIDED BENEFITS

Alascom

Benefit	Vendor	Website and Email		Phone	
Alascom – International Brotherhood of Electrical Workers (IBEW) Local 1547	Alaska Electrical Health and Welfare Fund		http://www.aetf.com/		907-276-1246 (Phone)
			info@aetf.com		800-478-1246 (Phone)
					907-278-7576 (Fax)
Alascom – International Brotherhood of Electrical Workers (IBEW) Local 1547	Alaska Electrical Pension Plan and Alaska Electrical Retirement Savings Plan		http://www.aetf.com/		800-478-1246 or 907-276-1246 Available Monday through Friday from 8 a.m. to 5 p.m. Alaska Time.

Benefit	Vendor	Website and Email		Phone
Alascom - Teamsters Local 959	Alaska Teamster-Employer Welfare Trust - General/Eligibility Information	 	http://www.959trusts.com/ benefits@959trusts.com	 907-751-9700 (Phone)  800-478-4450 (Phone)  907-751-9738 (Fax) Available Monday through Friday from 8 a.m. to 5 p.m. Alaska time.

AT&T Mobility and AT&T Corp.

Benefit	Vendor	Website and Email		Phone
AT&T Mobility – IBEW Local 1547	Alaska Electrical Pension Plan and Alaska Electrical Retirement Savings Plan		http://www.aetf.com/	 800-478-1246 or 907-276-1246 Available Monday through Friday from 8 a.m. to 5 p.m. Alaska Time.
AT&T Corp. (formerly SBC Global Services, Inc.) – IBEW Local 494	National Electrical Benefit Fund		http://www.nebf.com/	 301-556-4300 Available Monday through Friday from 8 a.m. to 5 p.m. Eastern time.  301-556-0100 (Fax)
AT&T Corp. (formerly SBC Global Services, Inc.) – IBEW Local 21	Scarborough Alliance Group (IBEW Local Unions Savings and Security Plan)		http://www.scarboroughalliance.com/	 800-223-7608 Available Monday through Friday from 9 a.m. to 5 p.m. Eastern time.  914-591-8801 (Fax)

CLAIMS, APPEALS, REQUESTS FOR DOCUMENTS, & LEGAL RESOURCES

This section of the document only applies to ERISA plans.

Claims and Appeals

Health and Welfare

Health and Welfare		
Eligibility Claims: For Flexible Spending Account (FSA), Medical, CarePlus, Dental, Life, Vision insurances, Disability and Medicare Part B Premium Reimbursement, Eligibility, Enrollment, COBRA or Contribution claims:  AT&T Benefits Center Claims and Appeals Management Dept. 03349 P.O. Box 1407 Lincolnshire, IL 60069-1407	Appeals:  AT&T Benefits Center Eligibility and Enrollment Appeals Committee Dept. 03349 P.O. Box 1407 Lincolnshire, IL 60069-1407	Contact Information:  http://www.att.com/benefitscenter or  https://hraccess.att.com/  AT&T Benefits Center Dept. 03349 P.O. Box 1590 Lincolnshire, IL 60069-1590 You can call the AT&T Benefits Center at:  877-722-0020 (Domestic)  847-883-0866 (International)  847-883-8217 (Fax) Available Monday through Friday, 7 a.m. to 7 p.m. Central time.

Reimbursement Accounts

Reimbursement Accounts			
Benefit Type and Benefit Administrator	Claims	Appeals	Contact Information
Flexible Spending Account (FSA) - Dependent Care FSA - Health Care FSA Your Spending Account (YSA)	Regular Claims: Written claims for BTPO, eligibility and enrollment under the Plan must be sent to:  Your Spending Account P.O. Box 64012 The Woodlands, TX 77387-4012 Overnight Claims:  888-211-9900	Regular Appeals: Written Appeals for reimbursement/benefits or an Appeal of a denied Claim for reimbursement/benefits under the Plan must be sent to:  Your Spending Account Claims and Appeals Management P.O. Box 1407 Lincolnshire, IL 60069-1407 Overnight Appeals:  847-554-1486	 http://www.att.com/benefitscenter See the Reimbursement accounts tab.  Your Spending Account P.O. Box 64012 The Woodlands, TX 77387-4012  877-722-0020 (Hearing Impaired; from TTY phone dial 711)  847-883-0866 (International) The Service Center is available Monday through Friday from 7 a.m. to 7 p.m. Central time. The Interactive Voice Response System (IVR) is available 24 hours a day, seven days a week.

Reimbursement Accounts			
Benefit Type and Benefit Administrator	Claims	Appeals	Contact Information
Adoption and Adoption, Surrogacy, and Cryopreservation Your Spending Account (YSA)	Regular Claims: Written Claims for reimbursement/benefits must be sent to:  Your Spending Account P.O. Box 64012 The Woodlands, TX 77387-4012 Overnight Claims:  888-211-9900	Regular Appeals: Written Appeals for reimbursement/benefits or an Appeal of a denied Claim for reimbursement/benefits under the Plan must be sent to:  Your Spending Account Claims and Appeals Management P.O. Box 1407 Lincolnshire, IL 60069-1407 Overnight Appeals:  847-554-1486	 http://www.att.com/benefitscenter See the Reimbursement accounts tab.  Your Spending Account P.O. Box 64012 The Woodlands, TX 77387-4012  877-722-0020 (Hearing Impaired; from TTY phone dial 711)  847-883-0866 (International)  888-211-9900 (Fax) The Service Center is available Monday through Friday from 7 a.m. to 7 p.m. Central time. The Interactive Voice Response System (IVR) is available 24 hours a day, seven days a week.

Reimbursement Accounts			
Benefit Type and Benefit Administrator	Claims	Appeals	Contact Information
AT&T Health Reimbursement Account and AT&T Eligible Former Employee Health Reimbursement Account and AT&T Medicare-Eligible Reimbursement Account Program and WarnerMedia Retiree Health Reimbursement Arrangement Program (HRA) Your Spending Account (YSA)	Regular Claims: Written Claims for Benefits, including reimbursement requests under the Program must be submitted online at the Claims Administrator's website (including uploading images of your receipts and an explanation of benefits, if applicable) or sent to:  Your Spending Account P.O. Box 64012 The Woodlands, TX 77387-4012 Overnight Claims:  Your Spending Account DEPT 09754 8770 New Trails Drive The Woodlands, TX 77381  888-211-9900	Regular Appeals: Written Appeals for reimbursement/benefits or an Appeal of a denied Claim for reimbursement/benefits under the Plan must be sent to:  Your Spending Account Claims and Appeals Management P.O. Box 1407 Lincolnshire, IL 60069-1407 Overnight Appeals:  847-554-1486	 http://www.att.com/benefitscenter See the Reimbursement accounts tab.  Your Spending Account P.O. Box 64012 The Woodlands, TX 77387-4012  877-722-0020 (Hearing Impaired; from TTY phone dial 711)  847-883-0866 (International) The Service Center is available Monday through Friday from 7 a.m. to 7 p.m. Central time. The Interactive Voice Response System (IVR) is available 24 hours a day, seven days a week.

Reimbursement Accounts			
Benefit Type and Benefit Administrator	Claims	Appeals	Contact Information
Wellbeing Choice Credit Account (Management and PR Only) Your Spending Account (YSA)	Regular Claims: Written Claims for Benefits, including reimbursement requests under the Program must be submitted online at the Claims Administrator's website (including uploading images of your receipts and an explanation of benefits, if applicable) or sent to:  Your Spending Account P.O. Box 64012 The Woodlands, TX 77387-4012 Overnight Claims:  Your Spending Account DEPT 09754 8770 New Trails Drive The Woodlands, TX 77381  888-211-9900	Appeals:  AT&T Benefits Center Claims and Appeals Management P.O. Box 1407 Lincolnshire, IL 60069-1407  847-554-1486	 http://www.att.com/benefitscenter See the Reimbursement accounts tab.  877-722-0020 (Hearing Impaired; from TTY phone dial 711)  847-883-0866 (International) The Service Center is available Monday through Friday from 7 a.m. to 7 p.m. Central time. The Interactive Voice Response System (IVR) is available 24 hours a day, seven days a week.

Pension and Savings

Pension and Savings		
Regular Claims: Written claims for benefits or an appeal of a denied claim for benefits under the Plan must be sent to: Regular Claims:  Fidelity Service Center Claims and Appeals P.O. Box 770003 Cincinnati, OH 45277-1060 Overnight Claims:  Fidelity Service Center Claims and Appeals 100 Crosby Parkway, KC1F-D Covington, KY 41015	Appeals: Written claims for benefits or an appeal of a denied claim for benefits under the Plan must be sent to: Regular Appeals:  Fidelity Service Center Claims and Appeals P.O. Box 770003 Cincinnati, OH 45277-1060 Overnight Appeals:  Fidelity Service Center Claims and Appeals 100 Crosby Parkway, KC1F-D Covington, KY 41015	Contact Information:  https://nb.fidelity.com/public/nb/att/home  FIDELITY SERVICE CENTER P.O. Box 770003 Cincinnati, OH 45277-0065  800-416-2363 (Domestic and International) Available Monday through Friday from 7:30 a.m. to 11 p.m. Central time (excluding all NYSE holidays except Good Friday). Hearing Impaired:  800-416-2363 (Available only by logging into the Video Relay Service (VRS) provider first)  Dial 711 to connect to Telecommunications Relay Service (TRS)  Login to Netbenefits.com/att > homepage > select Menu > Select Customer Service (For Online Chat or Virtual Assistant)

AT&T Program Eligibility

Benefit	Vendor	Website and Email	Phone
Health and Welfare Eligibility (including HSA Payroll Deductions), COBRA, and Total Wellbeing Program vendor	AT&T Benefits Center	 http://www.att.com/benefitscenter	 877-722-0020 (Domestic)  847-883-0866 (International)  847-883-8217 (Fax) Available Monday through Friday from 7 a.m. to 7 p.m. Central time. The Interactive Voice Response System (IVR) is available 24 hours a day, seven days a week.
Pension and Savings Eligibility, Service Bridging and Beneficiary Designation	Fidelity Service Center	 http://www.netbenefits.com/att See the “Beneficiary Designations” section to designate a beneficiary.	Customer Service:  800-416-2363 (Domestic and International) Available Monday through Friday from 7:30 a.m. to 7 p.m. Central time (excluding all NYSE holidays except Good Friday). Hearing Impaired:  800-416-2363 (Available only by logging into the Video Relay Service (VRS) provider first)  Dial 711 to connect to Telecommunications Relay Service (TRS)  Login to Netbenefits.com/att > homepage > select Menu > Select Customer Service (For Online Chat or Virtual Assistant)

Requests for Documents (Official Plan Documents, Summary Plan Descriptions, Summary of Material Modifications, Summary Annual Reports, Company Lists or Printed Policies)

Requests for Documents

To request copies of documents under which an ERISA plan is established or operated, send your request in writing to the following address:



AT&T Services, Inc.

Attn: Plan Documents

P.O. Box 132160

Dallas, TX 75313-2160

To request copies of current SPDs or SMMs, you may also contact Fidelity or the AT&T Benefits Center, as appropriate to the program or plan.

IMPORTANT INFORMATION: To request a copy of the collective bargaining agreement that covers you, please go to the OneStop home page and select Menu > Policies & Procedures > Labor Relations, contact your immediate supervisor, or write to the address above.

Agent for Service of Process

Legal Resources

If you wish to bring a legal action concerning your right to participate in a plan or your right to receive any benefits under a plan (or any of its programs), you must first file a claim for benefits and go through the ERISA claim and appeal process described in the applicable Summary Plan Description or Summary of Material Modifications. A legal action should not be filed until you complete the claim and appeal process. Legal action involving a plan should be filed directly against the plan and served at the address below:



C T Corporation

1999 Bryan Street, Suite 900

Dallas, TX 75201-3136

Serving a Subpoena

Legal Resources

If you have a signed authorization to release information or a subpoena request for production, you must fax or email the request to the AT&T Global Legal Demand Center at:



GLDC@att.com (Preferred method; There is no need to follow up with a hard copy)



888-938-4715

IMPORTANT INFORMATION: For additional information regarding authorizations to release information or subpoena requests, call:



800-635-6840 (Option 5)

All resources above are available 24 hours a day, seven days a week, 365 days a year.