

2023 BENEFIT CONTACTS

SERVICE CENTERS

Caterpillar Benefits Center

1-877-228-4010 Mon–Fri 8 a.m. – 6 p.m. CT
(Hearing impaired: Contact your local relay service first for help connecting to the Caterpillar Benefits Center)

CatBenefitsCenter.com

- Health & welfare benefits eligibility & enrollment
- Qualified status changes
- Dependent coverage (add/drop)
- 401(k) & pension information & transactions
- Retiring from the company
- Retiree address changes
- Summary Plan Descriptions

Voluntary Benefits

- Accident insurance
- Critical illness
- Hospital Indemnity
- Group legal services
- Identity theft protection

MEDICAL

Blue Cross Blue Shield (BCBS)

1-844-228-2227 (24-hour assistance)

bcbsil.com/Caterpillar

- Administrator for BCBS National Plan option
- EPO network provider search

BCBS National Caterpillar NetWork

1-888-228-1120 Mon–Fri 7 a.m. – 7 p.m. CT

myBlueElementL.com

- Administrator for BCBS-Caterpillar NetWork
- Caterpillar NetWork/BCBS National Plan provider search

UnitedHealthcare (UHC)

1-866-228-4215 Mon–Fri 7 a.m. – 7 p.m. CT

myUHC.com

- Administrator for PPO & CDHP options
- UHC network provider search (for Caterpillar NetWork provider search, visit benefits.cat.com)

Behavioral Health Services

(Available in the UHC network only)

1-866-374-6060 (24-hour assistance)

LiveAndWorkWell.com

Epic Hearing Healthcare (Hearing Aid Benefit)

(UHC participants only; BCBS participants contact BCBS)

1-866-956-5400

Cigna Global (International Assignees)

1-800-441-2668

International: 001-302-797-3100

(Collect calls accepted)

CignaEnvoy.com

Via Benefits

(Health Reimbursement Arrangement for certain retirees)

1-866-766-6087 Mon–Fri 7 a.m. – 6 p.m. CT

My.ViaBenefits.com/Caterpillar

PRESCRIPTION DRUGS

Magellan Rx

1-877-228-7909 (24-hour assistance)

MagellanRx.com/member/login

Specialty Medications: Magellan Rx Specialty

1-866-554-2673 Mon–Fri 7 a.m. – 9 p.m. CT

Home Delivery: AllianceRx Walgreens Pharmacy

1-866-840-1222; TTY 1-800-925-0178

(24-hour assistance)

AllianceRxWP.com/home-delivery

DENTAL

Cigna Dental

1-800-244-6224 (24-hour assistance)

myCigna.com

VISION

VSP

1-800-877-7195; TTY 1-800-428-4833

Mon–Sat. 8 a.m. – 7 p.m. CT

VSP.com

VSP does not issue ID cards. In-network providers will file claims directly. If you need to send bills directly, send to:

Vision Service Plan
Attn: Claims Service
PO Box 385018
Birmingham, AL 35238-5018

TAX-SAVING ACCOUNTS (FSA & HSA)

HealthEquity (Health Savings Account – HSA)

1-844-311-9732 (24-hour assistance)

HealthEquity.com/Caterpillar

UnitedHealthcare (Flexible Spending Accounts – Health Care & Dependent Care FSA)

1-866-228-4215 Mon–Fri 7 a.m. – 7 p.m. CT

myUHC.com

FSA Group #100300

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Lifeworks

1-866-228-0565 (24-hour assistance)

(Global phone numbers available at CaterpillarEAP.com)

EAP.cat.com (general benefit information and onsite office locations)

CaterpillarEAP.com (for information and online access)

HR Services Center – Americas

1-800-447-6434 Mon–Fri 6:30 a.m. – 5 p.m. CT

HR_Service_Center@cat.com

If you have an issue or question about your benefits, call the Caterpillar Benefits Center or the benefit vendor.

EMPLOYEE DISCOUNTS

Caterpillar.BenefitHub.com

(Online Discount Marketplace)

Additional discounts available at [Cat@work > Total Rewards > Discounts & Other Benefits](#)

LIFE INSURANCE

MetLife

1-888-228-1811 Mon–Fri 7 a.m. – 4 p.m. CT

MetLife.com/mybenefits

- Life insurance enrollment & administration
- Beneficiary designation
- Death reporting

VOLUNTARY BENEFITS

Mercer Your Choice

1-877-294-8948 Mon–Fri 8 a.m. – 5 p.m. CT

YourChoiceVoluntaryBenefits.com

- Auto insurance
- Homeowners/renters insurance
- Pet insurance

OTHER BENEFITS RESOURCES

benefits.cat.com (publicly accessible)

- General information & resources for healthcare, HSA, FSA, international assignees, annual enrollment, etc.
- Caterpillar Drug Formulary & CDHP Preventive Drug List
- Network pharmacy directory
- Prescription drug prior authorization forms
- Caterpillar NetWork provider search

totalhealth.cat.com (publicly accessible)

- Premier global resource for well-being information, programs and events
- A-Z health library, EAP portal, Total Health calendar, Total Health Champion resources and global benefits directory

Cat@work: CatAtWork.cat.com

Under [Human Resources > Total Rewards](#), see information on:

- Pay & Financial Security
- Health & Insurance
- Work & Life Changes
- Discounts & Other Benefits

Employee address changes: [Home > My Personal Information](#)

Access all of these benefit contacts on your mobile device! Download the DIGITAL WALLET CARD:

1. Text **CAT** to **67936**.
2. Click on the link in the text response.
3. iPhone: Tap the "Share" button.
Android: Tap the "Options" button.
4. Click "Add to Home Screen."