

2022 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 Mon–Fri 7 a.m. – 7 p.m. CT

bcbsil.com/Caterpillar

- Administrator for EPO plan option
- EPO network provider search
- Well onTarget online wellness program

UnitedHealthcare (UHC)

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

myUHC.com

- Administrator for PPO & CDHP options
- Rally online wellness program
- UHC network provider search (for Cat 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)

www.CignaEnvoy.com

Via Benefits

(Health Reimbursement Arrangement for certain retirees)

1-866-766-6087 Mon–Fri 7 a.m. – 8 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 Prime

1-866-840-1222; TTY 1-800-573-1833

(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](https://HumanResources) > [Total Rewards](https://TotalRewards), see information on:

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

Employee address changes: Home > [My Personal](https://MyPersonal) 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."