

Benefit Vendor Information

CONTACT INFORMATION

HR Services Center – Americas

1-800-447-6434 or 1-309-494-2363
Mon-Fri 6:30 a.m. - 5 p.m. (Central time)
HR_Service_Center@cat.com

**If you have an issue or question about your benefits, always call Aon Hewitt, UnitedHealthcare, Blue Cross Blue Shield, OptumRX/Catamaran, MetLife or Cigna.*

Caterpillar Benefits Center – Aon Hewitt (Health & Welfare Eligibility, Pension, Investments)

1-877-228-4010
Mon-Fri 8 a.m. - 6 p.m. (Central time)
resources.hewitt.com/cat

- Benefits eligibility
- Qualified status change
- Dependent coverage (add/drop)
- FSA enrollment
- Pension
- Investments
- Retirement
- Retiree address changes
- Summary Plan Description

United Healthcare (UHC) (Medical, FSA)

1-866-228-4215
Mon-Fri 7 a.m. - 7 p.m. (Central time)
myuhc.com

- Medical claims for Preferred Provider Organization (PPO)
- Year-to-date deductible/out-of-pocket information
- Benefits questions
- Explanation of Benefits (EOB)
- Provider search for UHC Network and Caterpillar NetWork providers
- Download claim and appeal forms
- Rally online wellness program

Behavioral Health Services

(available in the UHC Network only)
www.liveandworkwell.com
1-866-374-6060 24-hour assistance

Flexible Spending Account

(FSA Group #100300)
1-866-228-4215
1-915-231-1709 (fax)

Cigna Dental

1-800-244-6224
24-hour coverage, 7 days a week
mycigna.com

Blue Cross Blue Shield (Medical)

1-844-228-2227 or 1-844-CAT-BCBS
Mon-Fri 7 a.m. - 7 p.m. (Central time)
bcbsil.com/caterpillar

- Medical claims for Exclusive Provider Organization (EPO)
- Year-to-date deductible/out-of-pocket information
- Benefit questions
- Explanation of Benefits (EOB)
- Provider search for network providers
- Well onTarget online wellness program

Towers Watson's OneExchange

1-866-766-6087
Mon-Fri 7 a.m. - 8 p.m. (Central time)
medicare.OneExchange.com/Caterpillar

- Health Reimbursement Arrangement for select retirees

OptumRX (formerly Catamaran) (Prescription Drugs)

1-877-228-7909
24-hour coverage, 7 days a week
benefits.cat.com > **U.S. RX**
or
mycatamaranrx.com

- Prescription drug formulary
- Co-pay and co-insurance information
- Prescription drug prior authorization

Magellan Rx Specialty (formerly ICORE) (Specialty Pharmacy)

1-866-554-2673
Mon-Fri 7 a.m. - 6 p.m. (Central time)

Walgreens Mail Service (Prescription Drug Mail Service)

1-866-840-1222; TTY 1-800-573-1833
24-hour coverage, 7 days a week
walgreens.com/MailService

Metlife (Life Insurance)

1-888-228-1811
Mon-Fri 7 a.m. - 4 p.m. (Central time)
metlife.com/mybenefits

- Life insurance products, coverage amounts, beneficiary designation and death reporting

Castlight (Healthcare Transparency Tool)

1-866-960-7036
mycastlight.com/caterpillar

Mercer Voluntary Benefits

1-877-294-8948
Mon-Fri 7 a.m. - 5 p.m. (Central time)
YourChoiceVoluntaryBenefitsAndDiscounts.com

Employee and Retiree Discounts

caterpillar.benefitshub.com

Employee Assistance Program (EAP)

1-866-228-0565
24-hour assistance, 7 days a week,
confidential and free of charge
CatHealthBenefits.com >
Employee Assistance Program

VSP (Vision Benefits)

1-800-877-7195; TTY 1-800-428-4833
Mon-Fri 7 a.m. - 10 p.m. (Central time)
Saturday 9 a.m. - 10 p.m. (Central time)
Sunday 9 a.m. - 9 p.m. (Central time)
vsp.com

**The VSP plan will not include an ID card. In-network providers will file claims directly. If you need to send bills directly, send to:*

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

HealthEquity (Health Savings Account)

1-844-311-9732
24-hour coverage, 7 days a week
healthequity.com/caterpillar

- Health savings account questions
- Qualified health expense questions

Cigna Global Health Benefits (ISE Healthcare)

1-800-441-2668
International: 001-302-797-3100
(collect calls accepted)
CignaEnvoy.com

Solar Employees

1-877-837-5017
MySolarBenefits.com

Benefit Vendor Information - Continued

BENEFITS.CAT.COM

The **benefits.cat.com** website provides a wealth of benefits information and is available for employees and their spouses. On the website, you will find information about:

- U.S. healthcare
- U.S. prescription drugs
- U.S. Flexible Spending Accounts (FSAs)
- Wellness
- Employee Assistance Program (EAP)
- U.S. Annual Enrollment
- International Service Employees (ISE) healthcare benefits

HELPFUL HINTS

What you will need when calling a vendor:

- Identifying information such as a password, Social Security number or alternative identification number
- Date of service for your claim
- Explanation of Benefits (EOB), provider name, amount paid, etc.

During your call, write down:

- Date and time of call
- Name of the customer service representative you speak with
- Content of call
- Next steps or estimated date of resolution

FREQUENTLY ASKED QUESTIONS

1 Where do I mail my healthcare claims and prescription drug claims?

Typically, your healthcare provider will submit your healthcare claims for you. You can also download claim forms at myuhc.com, bcbsil.com/caterpillar or CatHealthBenefits.com and mail them to:

UnitedHealthcare
PO Box 740800
Atlanta, GA 30374-0800

Blue Cross Blue Shield EPO
3405 Liberty Drive
Springfield, IL 62704

Flexible Spending
UnitedHealthcare
PO Box 981506
El Paso, TX 79998-1506

Cigna Global
PO Box 15050
Wilmington, DE 19850

Cigna Dental
PO Box 188037
Chattanooga, TN 37422-8037

OptumRx
(formerly Catamaran)
PO Box 968022
Schaumburg, IL 60196-8022

VSP
PO Box 385018
Birmingham, AL 35238-5018

2 How do I find my Summary Plan Description?

Check your Summary Plan Description located on the UPoint website at resources.hewitt.com/cat > Plan Documents.

3 Who do I contact for address changes?

Active Employees:

Use self-service at [Cat @Work > Home > My Personal Information](#)

Retirees:

Contact the Caterpillar Benefits Center
1-877-228-4010
resources.hewitt.com/cat

Towers Watson's OneExchange

1-866-766-6087
medicare.OneExchange.com/Caterpillar

