

# Benefit Vendor Information

## HR Services Center – Americas

1-800-447-6434 or 1-309-494-2363  
Mon-Fri 6:30 a.m. - 4 p.m. (Central time)  
[HR\\_Service\\_Center@cat.com](mailto:HR_Service_Center@cat.com)

*\* If you have an issue or questions about your benefits, always call Alight or the benefit vendor (UnitedHealthcare, Blue Cross Blue Shield, etc.).*

## Caterpillar Benefits Center – Alight (Health & Welfare Benefits Eligibility & Enrollment, Pension, Investments)

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

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

## UnitedHealthcare (UHC) (Medical, FSA)

1-866-228-4215  
Mon-Fri 7 a.m. - 7 p.m. (Central time)  
[myuhc.com](http://myuhc.com)

- Administrator for PPO and CDHP options - benefit information, claims, etc.
- Explanation of Benefits (EOB)
- Download claim and appeal forms
- Rally online wellness program

### Behavioral Health Services

(available in the UHC Network only)  
[www.liveandworkwell.com](http://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](http://mycigna.com)

## Magellan Rx Specialty (Specialty Pharmacy)

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

## 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](http://bcbsil.com/caterpillar)

- Administrator for EPO option (benefit information, claims, etc.)
- Explanation of Benefits (EOB)
- Provider search for network providers
- Well onTarget online wellness program

## Via Benefits (formerly OneExchange)

1-866-766-6087  
Mon-Fri 7 a.m. - 8 p.m. (Central time)  
[My.ViaBenefits.com/caterpillar](http://My.ViaBenefits.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](http://benefits.cat.com) > **U.S. RX**  
or  
[mycatamaranrx.com](http://mycatamaranrx.com)

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

## 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](http://walgreens.com/MailService)

## Mellife

(Life Insurance)

1-888-228-1811  
Mon-Fri 7 a.m. - 4 p.m. (Central time)  
[mellife.com/mybenefits](http://mellife.com/mybenefits)

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

## Employee Assistance Program (EAP)

1-866-228-0565  
24-hour assistance, 7 days a week, confidential and free of charge  
[benefits.cat.com](http://benefits.cat.com) > **EAP**

## Employee and Retiree Discounts

[caterpillar.benefithub.com](http://caterpillar.benefithub.com)

## Castlight (Healthcare Transparency Tool)

1-866-960-7036  
[mycastlight.com/caterpillar](http://mycastlight.com/caterpillar)

- Search for network providers
- Compare healthcare providers by cost and quality ratings
- Check prescription drug prices
- Help understand your plan
- Review past expenses

## Mercer Your Choice Voluntary Benefits

1-877-294-8948  
Mon-Fri 7 a.m. - 5 p.m. (Central time)  
[YourChoiceVoluntaryBenefitsAndDiscounts.com](http://YourChoiceVoluntaryBenefitsAndDiscounts.com)

## 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](http://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](http://healthequity.com/caterpillar)

- Health savings account questions
- Qualified health expense questions

## Cigna Global Health Benefits (Assignee Healthcare)

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

## Epic Hearing Healthcare (Hearing Aid Benefits)

1-866-956-5400

# 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)
- U.S. Health Savings Accounts (HSAs)
- Wellness
- Employee Assistance Program (EAP)
- U.S. Annual Enrollment
- International assignee healthcare benefits

## TEXT ALERTS

Get benefits and wellness announcements and tips via text message. To sign up, text **YELLOW** to **313131**.

You can unsubscribe at any time. Normal text messaging rates apply, according to your cellular service plan.

## 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

## DIGITAL WALLET CARD

Want to access all this information from your mobile device? Download the digital wallet card:

1. Text **CAT** to **313131**.
2. Click on the link in the text response.
3. iPhone: Tap the "Share" button.  
Android: Tap the "Options" button (3 small dots in top right corner).
4. Click "Add to Home Screen."

NOTE: This is a mobile site found at [catbenefitcontacts.com](http://catbenefitcontacts.com), and is not found in Apple or Android app stores.

## FREQUENTLY ASKED QUESTIONS

### 1 How do I find my Summary Plan Description?

Check your Summary Plan Description located on the UPoint website at [resources.hewitt.com/cat](http://resources.hewitt.com/cat) > Plan Documents.

### 2 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](http://resources.hewitt.com/cat)

#### Via Benefits (formerly OneExchange) - Health Reimbursement Arrangement participants

1-866-766-6087  
[My.ViaBenefits.com/caterpillar](http://My.ViaBenefits.com/caterpillar)

