

**STATE UNIVERSITY AT ALBANY
BENEFIT TELEPHONE / WEBSITE DIRECTORY**

The phone numbers and websites listed below can be used to contact representatives of the University benefit programs. The Human Resources website at <http://www.albany.edu/hr> also has links to many of these sites. **Please retain and use these numbers for your benefit questions.**

RETIREMENT AND VOLUNTARY TAX-DEFERRED SAVINGS

Fidelity	1-844-367-7869	www.netbenefits.com/SUNY
VOYA Financial	1-800-677-4636	https://suny.beready2retire.com
MetLife	1-800-560-5001 (account holders) 1-844-298-8899 (new enrollees)	www.metlife.com/suny
NYS Deferred Compensation	1-800-422-8463	www.nysdcp.com
NYS Employees' Retirement System	474-7736 or 1-866-805-0990	Service Credit; Pension Estimates; Transfers; Vesting; Refunds; Retirement Options; Loan Information www.osc.state.ny.us
NYS Teachers' Retirement System	1-800-348-7298	Service Credit; Pension Estimates; Transfers; Vesting; Refunds; Retirement Options; Loan Information www.nystrs.org
TIAA	1-800-842-2252 1-800-732-8353	Telephone Counseling Center: general information, investment choices, taxation, retirement illustrations Automated Telephone Service: allocations, transfers, accumulation updates, etc. To schedule on-campus individual counseling www.TIAA.org/suny
VALIC	1-800-448-2542 or 1-888-569-7055	www.valic.com/suny

HEALTH INSURANCE / OTHER BENEFIT CARRIERS

CDPHP	641-3700 or 1-800-777-2273 TTY 1-877-261-1164	www.cdphp.com
EMPIRE HMO	1-800-453-0113 TTY 1-800-241-6894	www.empireblue.com
<u>NYS EMPIRE PLAN</u>	<u>1-877-769-7447 (1-877-7-NYSHIP)</u>	<u>Main Number (Please See 4 Options Below)</u> www.cs.ny.gov/ebd/
(1) UnitedHealthcare	Select Option "1" TTY 1-888-697-9054	Medical/Surgical; Physical/Chiropractic; Home Equipment UHC Provider Lists: www.empireplanproviders.com
(2) Empire Blue Cross Blue Shield	Select Option "2" TTY 1-800-241-6894	In/outpatient Services at a Hospital/Hospice/Nursing Facility; Pre-Certification for Hospital Admission; Discharge Planning
(3) Beacon Health Options, Inc.	Select Option "3" TTY 1-855-643-1476	Mental Health/Substance Abuse Treatment www.EmpirePlanMHSA2009.com
(4) CVS Caremark, Inc.	Select Option "4" TTY 1-800-863-5488 1-888-333-9067	Prescription Drugs Pre-approval: MRIs, MRAs CT/PET Scans, Nuclear Medicine
HIP Health Plan of NY (Capital)	1-877-244-4466 TTY 1-877-208-7920	www.emblemhealth.com
MVP Health Plan	1-888-687-6277	www.mvphealthcare.com

HEALTH INSURANCE / OTHER BENEFIT CARRIERS (CONTINUED)

Flex Spending Account (1) Dependent Care Advantage Account (2) Health Care Spending Account	1-800-358-7202 1-800-342-8017 Fax for Claims: 1-800-743-3271	DCAA & HCSA Hotline; Enrollment Kits www.flexspend.ny.gov Customer Service
MedAmerica Insurance Co. of NY	1-866-474-5824	Long-term Care Insurance (NYS Public Employee and Retiree Long-term Care Plan – NYPERL) www.nyperl.net
M/C Life Insurance	473-3566	www.cs.ny.gov/otherben/life/mclife.cfm M/C Life Insurance Information/Bi-Weekly Cost Calculator
NYS Health Insurance Program and COBRA Administrator NYS Department of Civil Service	Albany Area: 457-5754 1-800-833-4344	To request continuation of insurance benefits (COBRA) after employee health coverage ends www.cs.ny.gov/ebd/
Pearl-Carroll & Associates	1-800-833-4657	Personal Insurance for CSEA and M/C Employees www.pearlcarroll.com/

UNIONS / DENTAL / VISION

APSU (Agency Police Services Unit) PBA of New York State	433-5472	www.pbanys.org
CSEA Employee Benefit Fund	782-1500 or 1-800-323-2732	Dental and Vision Care/COBRA for CSEA www.cseaebf.com
CSEA Union Office	257-1000 or 1-800-342-4146	CSEA Membership in Retirement https://cseany.org/
Davis Vision	1-888-588-4823	www.davisvision.com www.cs.ny.gov
Delta Dental	1-800-471-7093	Dental Care for UUP www.deltadentalins.com/uup/
Group Health, Inc. (GHI - EmblemHealth)	1-800-947-0101	Dental Care for M/C, PEF, and Security Services, General Information, Provider Lists www.emblemhealth.com/nyship/
NYSCOPBA Union Office (NYS Correctional Officers & Police Benevolent Assn.)	427-1551	www.nyscopba.org/
PEF Union Office (Public Employees Federation)	785-1900	www.pef.org/
UUP Benefit Trust Fund	640-6680 or 1-800-887-3863	Dental and Vision Benefits/COBRA www.uupinfo.org/ (Also see Davis Vision & Delta Dental information above)
UUP Union Office NYSUT Personal Lines Insurance	1-800-342-4206 1-800-342-9810	Membership