



Who to Contact

Provider/Contact	Information About	Phone	Website/Email
HR Direct Connect 1 Hospital Drive, 6 th floor	HR questions	828-213-5600 8a-2:30p M-F Lobby 9a-4P M-F	NCDV.HRDirectConnect@HCAHealthcare.com
Aflac	<ul style="list-style-type: none"> • Accident Insurance • Critical Illness Insurance • Hospital Indemnity Insurance 	800-433-3036	Aflacgroupinsurance.com
Aflac	<ul style="list-style-type: none"> • Long Term Disability • Short Term Disability 	888-862-5732 general info 888-862-4437 STD Claims	Aflaccustomersvc@disabilityrms.com To File STD Claims: https://aflac.optisinsights.com/?ReturnUrl=%2fselfservice
Allstate Identity Protection	Identity Theft (formerly InfoArmor)	800-789-2720	Myprivacyarmor.com
Child Development Center	Child development facility for infants through school-age children. Rates are comparable to other local facilities and can be paid using payroll deduction. Drop-in care is available. On-site emergency day care on snow days is provided.	828-213-9900	
Community Eye Care	Vision Plan	888-254-4290	cecvision.com / info@cecvision.com

**Employee Assistance
Network, Inc. (EAN)**

**Employee assistance questions,
requests for counseling (you do not have
to be enrolled in Mission Health Plan
coverage to use the EAN), and
precertification for behavioral healthcare
benefits under the health plan.**

**828-252-5725
800-454-1477**

<http://www.eannc.com>

Flores & Associates	COBRA	800-532-3327	
HealthSCOPE Benefits (HSB)	Dental, Health Savings Account (HSA)	877-226-2058 (Dental) 877-385-8775 (HSA) M-F 9:00a-6:00p	www.healthscopebenefits.com
Leaves of Absence	FMLA & other leaves (Time Away From Work Service Center)	855-858-7557, option 4	claiminfo@sedgwicksir.com
Long Term Care Insurance	Long Term Care	800-681-5824 800-227-4165	unuminfo.com/MissionSJHS .
MedCost	Health Plan, Flexible Spending Accounts	877-275-2718 M-F 8:30a-5:00p	www.medcost.com Email: missionhealthplan@medcost.com
Mission Health Partners	Health Plan Preferred Provider Network		The Provider Directory is available on: MissionAndMe.com
Nationwide	Pet Insurance	877-PETS-VPI	petinsurance.com/affiliates/missionhealth
NC 529 Plan	N.C. 529 College Savings Plan	800-600-3453	www.nc529.com
OptumRx	Prescription Benefits	800-880-1188	Optumrx.com
Prudential	Life/AD&D, Dependent Life	Customer Service: 800-524-0542	www.prudential.com/workplacebeneficiary
WorkWell	Telehealth: for acute, minor illnesses and injuries	828-213-9600	missionworkwell@msj.org
Transamerica	Retirement Plan	800-755-5801	mission.trretire.com
Virtual Clinic	Web based – provides a diagnosis & treatment plan for illnesses		missionhealth.org/virtual-clinic