



## Who to Contact

Provider/Contact	Information About	Phone	Website/Email
HR Direct Connect 1 Hospital Drive, 6 <sup>th</sup> floor	HR questions	828-213-5600 8a-2:30p M-F Lobby 9a-4P M-F	<a href="mailto:NCDV.HRDirectConnect@HCAHealthcare.com">NCDV.HRDirectConnect@HCAHealthcare.com</a>
Aflac	<ul style="list-style-type: none"> <li>• Accident Insurance</li> <li>• Critical Illness Insurance</li> <li>• Hospital Indemnity Insurance</li> </ul>	800-433-3036	<a href="http://Aflacgroupinsurance.com">Aflacgroupinsurance.com</a>
Aflac	<ul style="list-style-type: none"> <li>• Long Term Disability</li> <li>• Short Term Disability</li> </ul>	888-862-5732 general info 888-862-4437 STD Claims	<a href="mailto:Aflaccustomersvc@disabilityrms.com">Aflaccustomersvc@disabilityrms.com</a> To File STD Claims: <a href="mailto:aflacclaims@disabilityrms.com">aflacclaims@disabilityrms.com</a>
Allstate Identity Protection	<ul style="list-style-type: none"> <li>• Identity Theft (formerly InfoArmor)</li> </ul>	800-789-2720	<a href="https://www.myaip.com">https://www.myaip.com</a>
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	<a href="http://cecvision.com">cecvision.com</a> / <a href="mailto:info@cecvision.com">info@cecvision.com</a>

<b>Employee Assistance Network, Inc. (EAN)</b>	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	<a href="http://www.eannc.com">http://www.eannc.com</a>
<b>Flores &amp; Associates</b>	COBRA	800-532-3327	<a href="http://www.flores247.com">www.flores247.com</a>
<b>HealthSCOPE Benefits (HSB)</b>	Dental, Health Savings Account (HSA)	877-226-2058 (Dental) 877-385-8775 (HSA) M-F 9:00a-6:00p	<a href="http://www.healthscopebenefits.com">www.healthscopebenefits.com</a>
<b>Leaves of Absence</b>	FMLA & other leaves	Toll-free telephone: 855-858-7557, Option 4	<a href="#">MySedgwickPortal</a>
<b>Long Term Care Insurance</b>	Long Term Care	800-681-5824 800-227-4165	<a href="http://unuminfo.com/MissionSJHS">unuminfo.com/MissionSJHS</a> .
<b>MedCost</b>	Health, Flexible Spending Accounts	877-275-2718 M-F 8:30a-5:00p	<a href="http://www.medcost.com">www.medcost.com</a> Email: <a href="mailto:missionhealthplan@medcost.com">missionhealthplan@medcost.com</a> The Provider Directory is available on: <a href="http://MissionAndMe.com">MissionAndMe.com</a>
<b>Mission Health Partners</b>	Health Plan Preferred Provider Network		
<b>Nationwide</b>	Pet Insurance	877-PETS-VPI	<a href="http://petinsurance.com/affiliates/missionhealth">petinsurance.com/affiliates/missionhealth</a>
<b>NC 529 Plan</b>	N.C. 529 College Savings Plan	800-600-3453	<a href="http://www.nc529.com">www.nc529.com</a>
<b>OptumRx</b>	Prescription Benefits	800-880-1188	<a href="http://www.optumrx.com">www.optumrx.com</a>
<b>Prudential</b>	Life/AD&D, Dependent Life	Customer Service: 800-524-0542	<a href="http://www.prudential.com/workplacebeneficiary">www.prudential.com/workplacebeneficiary</a>
<b>WorkWell</b>	Telehealth: for acute, minor illnesses and injuries	828-213-9600	<a href="mailto:missionworkwell@msj.org">missionworkwell@msj.org</a>
<b>Transamerica</b>	Retirement Plan	800-755-5801	<a href="http://mission.trsretire.com">mission.trsretire.com</a>
<b>Virtual Clinic</b>	Web based – provides a diagnosis & treatment plan for illnesses		<a href="http://missionhealth.org/virtual-clinic">missionhealth.org/virtual-clinic</a>