

Benefits Contacts

BI Benefits Direct	HR Direct
(877) 206-5694 M-F, 8am - 8pm ET www.bibenefitsdirect.bswift.com For help accessing and using BI Benefits Direct, general information about health and welfare benefit plans and for help enrolling	(800) 558-5064 M-F, 9am - 5pm ET Email: hrdirect.rdg@boehringer-ingelheim.com Questions about payroll, HR policies & procedures, HR technology and leaves of absence
Aetna	
Medical Plans, Flexible Spending Accounts, Health Savings Accounts, EAP, COBRA	
Aetna Member Services: (800) 784-3992 M-F 8am - 6pm www.aetna.com Claims Mailing Address: P.O. Box 981106, El Paso TX 79998-1106 Group # 877093	PayFlex Flexible Spending Accounts (FSA) (800) 784-3992 M-F 8am - 6pm www.aetna.com or www.payflex.com FSA Claims Mailing Address: P.O. Box 4000, Richmond KY 40476-4000 Fax: (888) 238-3539 FSA Healthcare & Dependent Care Plan # 619327 FSA Limited Scope Account Plan # 619328 * * Aetna HSA Plan participants only
Aetna Informed Health Line (800) 556-1555 24 hours a day, 7 days a week Speak with a Registered Nurse or access the Audio Health Library	Aetna Employee Assistance Program (EAP) (888) 238-6232 24 hours a day, 7 days a week www.mylifevalues.com Username: BIEAP Password: Boehringer
PayFlex COBRA (888) 678-7835 M-F 7am - 7pm CT	Aetna Behavioral Health (800) 424-4047 for pre-certification (800) 784-3992 for general questions & claim information
Teladoc	Health Advocate
Available to Aetna members	
(855)-Teladoc (835-2362) 24 hours a day, 7 days a week www.teladoc.com/Aetna	(866) 695-8622 M-F 8am - Midnight ET HealthAdvocate.com/members Email: answers@HealthAdvocate.com
Kaiser	CVS/caremark
(BIFI only)	
(800) 464-4000 www.kaiserpermanente.org Claims Mailing Address: P.O. Box 12923, Oakland CA 94604-2923	(800) 511-7309 24 hours a day, 7 days a week www.caremark.com
Delta Dental of New Jersey	EyeMed
(800) 452-9310 www.deltadentalnj.com Claims Mailing Address: P.O. Box 222, Parsippany, NJ 07054 Group # 4591	(866) 939-3633 M-Sat 8am - 11pm ET; Sun 11am - 8pm ET www.eyemed.com

Benefits Contacts

Dearborn National <i>Voluntary Dependent Life and Basic & Additional Term Life</i>	YouDecide <i>Voluntary Benefits and Discounts</i>
(800) 348-4512 Email: ContactUs@DearbornNational.com	(877) 856-8397 www.youdecide.com/boehringer Client ID: BI877 Allstate Accident Insurance, ARAG Group Legal, PetAssure Pet Care Discount, MetLife Auto & Home
Best Doctors <i>Second Opinions for Complex Medical Conditions</i>	PayFlex Commuter Transit
(866) 904-0910 M-F 8am - 9pm ET www.bestdoctors.com	(888) 678-8284 M-F 7am - 7pm CT; Sat 9am - 2pm CT www.payflexdirect.com
Retirement One Source <i>Pension, Retirement Savings Plan, Total Rewards Statement</i>	Reach <i>Rewards & Recognition</i>
(800) 228-1931 M-F 9am - 5pm ET https://www.benefitsweb.com/boi.html	(888) 708-7080 Website: Type "reach" into BI browser for auto log-in Email for support: orders@octanner.com
Circles Concierge	Milkstork
(866) 433-8544 members.circles.com/BI (use Welcome Code: circlesBI) Email: circlesconcierge@circles.com Submit requests 24/7	(888) 708-7080 https://www.milkstork.com/boehringerengelheim