

Important Contacts

Resource	Carrier	Phone Number	Phone/Web Address
City of Dallas HR-Benefits Service Center	N/A	855-656-9114	www.cityofdallasbenefits.org
City of Dallas Medical Plan	N/A		www.dallascityhall.com
	UnitedHealthcare	Member Services: 800-736-1364 myNurseLine: 800-586-6875	www.myuhc.com
Pharmacy Plan	CVS/Caremark	855-465-0023	www.caremark.com
Vision Plan	UnitedHealthcare	800-638-3120	www.myuhcvision.com
Dental Plan	UnitedHealthcare	Dental HMO: 800-232-0990 Dental PPO and EPO: 877-816-3596	www.myuhcdental.com
COBRA	UnitedHealthcare	866-747-0048	www.uhcservices.com
Life Insurance	Standard Life	877-474-4250	www.standard.com
Employee Assistance Program	OptumHealth	800-586-6875	www.liveandworkwell.com/public Access Code: CityofDallas
401(k) and 457 Plans	Fidelity	800-343-0860	www.mysavingsatwork.com/atwork.htm
Employee Retirement Fund	N/A	214-580-7700 877-246-1791	www.dallaserf.org
Dallas Police and Fire Pension	N/A	800-638-3861	www.dpfp.org
Wellness	WellAware	855-656-9114	http://dallascityhall.com/human_resources/wellaware www.abacusseries.com
Long-Term Disability	Abacus	Customer Service: 800-643-2212 Disability Claims: 866-590-7448	
Hospital Confinement Indemnity Accident Cancer Care Critical Illness Short-Term Disability	Aflac	800-981-6537	www.aflac.com
Universal Life	Allstate	800-521-3535	www.allstatebenefits.com
Legal Plan Identity Theft	LegalShield	800-654-7757	www.legalshield.com
Teladoc	N/A	800-835-2362	www.teladoc.com
Benefits Video Library	GuideSpark	N/A	https://cityofdallas.a.guidespark.com