



Important Contact Information

This chart will help you find the right contacts for your specific needs, including phone numbers, website addresses, and hours of operation.

Type of question you have or issue you are experiencing	Contact	Phone Number	Website	Hours of Operation (CST)
MOE Health Plan Marketplace Call Center ONLY Available During Open Enrollment: 1/15/2018 - 2/28/2018				
Enrolling Members into Marketplace Transfer Credits to RMSP	BCBS Licensed Navigators	Phone: 844-693-1467		M-F 8am – 7pm SAT 8am – Noon
Fringe Benefit Funds				
General Fringe Benefit Funds Information	Fund Office	Phone: 708-482-7300 Fax: 708-482-3056	www.moefunds.com	M-F 8am – 5pm SAT 8am – Noon
Pension Department				
Pension Options Retirement Enhancement Fund Retiree Welfare Plan Eligibility Transferring Credits Working in Retirement Post Retirement Death Benefit	Pension Department	708-579-6630	www.moefunds.com	M-F 8am – 5pm SAT 8am – Noon
Member Services Department				
Plan Option Coverage Eligibility/Hours Family Supplemental Benefit Life Changing Events Credit Banks Open Enrollment Events RMSP Account Basic Death Benefit	Member Services	708-579-6600	www.My150.com www.moefunds.com	M-W, F 8am – 5pm TH 9am – 5pm SAT 8am – Noon
Pharmacy Department				
Pharmacy Questions	Caremark Customer Care	855-MYRX150 (855-697-9150)	www.caremark.com	24/7
	MOE Pharmacy Department	708-387-8331	www.moefunds.com	M-F 8am – 5pm
Operators' Health Center (OHC)/MinuteClinic™ Partnership				
Operators' Health Center	OHC	708-485-2273	https://myhealthcenterhome.com/	M,T,W,F 9am – 5pm TH 10am – 7pm SAT 8am – Noon T, SAT 7am – 9am (lab blood draws only)
MinuteClinic™ (Find nearest clinic to you and schedule an appointment when the OHC is not available)	Depends on location	General MinuteClinic™ 866-389-2727	www.minuteclinic.com www.moefunds.com	Depends on location

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Additional Vendor Information				
Retirement Enhancement Fund Asset Allocations Distributions Beneficiary Designation	Fidelity Investments	866-848-6466	www.fidelity.com/atwork	M-F 7am – 11pm
Supplemental Life Insurance	The Hartford	855-396-7655	enroll.thehartfordatwork.com/ Enroll	M-F 7am – 7pm
OHC Plan Option Benefit (Hourly Member Only, MOE Health Plan Marketplace)	Advocate Network (locator) MCM Solutions (certification)	 855-298-0493	https://moefunds.hstechnology.com/ www.medicalcost.com	 M-F 8am – 5pm
EPO Plan Option Benefit (Hourly Member Only, MOE Health Plan Marketplace)	BCBS Member Services	888-775-6874	www.bcbsil.com	M-F 7am – 8pm SAT 8am – 5pm
Dental Benefits	Delta Dental	800-323-1743	www.deltadentalil.com	M-TH 7am – 7pm F 7am – 6pm (24/7 automated service)
Authorization/Certification	MCM Solutions	855-298-0493	www.medicalcost.com	M-F 8am – 5pm
Vision Provider	EyeMed	866-393-3401	www.eyemed.com	M-SAT 6:30am - 10:00pm SUN 10am - 7pm
Hearing Aid Discount	Amplifon	844-526-5432	N/A	M-F 7am - 7pm
Member Assistance Program (MAP) Substance Abuse Legal Guidance Dealing with Stress Financial Questions	Employee Resource Systems, Inc.	855-374-1674	www.ers-eap.com	M-F 8am – 5pm (24/7 automated service)
My150 (www.My150.com)/Union Dues				
My150 Technical Issues or Website Errors My150 Password Reset	My150 Community Support Line (ACC)	888-220-3599	www.My150.com	M-F 8am – 7pm Saturday 8am – Noon
Union Dues Payment	LOCAL 150	708-579-6629	www.My150.com	M-F 8am – 5pm (Extended hours on TH until 7pm)
Government Agencies				
Social Security Normal Retirement Age Retirement Disability Survivor Benefits	Social Security Administration	800-772-1213	www.ssa.gov	M-F 7am – 7pm (24/7 automated service)
Medicare Benefits (Part A, Part B, Part C, Part D) Eligibility Claims Medicare Cards	Medicare	800-633-4227	www.medicare.gov	24/7
Federal Taxes State Taxes Rollover Information	IRS	800-829-1040	www.irs.gov	M-F 7am – 7pm