



## Health & Financial Benefits

HEALTHY LIVING. HEALTHY FUTURE.

If you need help navigating the City of Portland's healthcare and/or deferred compensation plans; the following contact list may assist you in resolving your questions and/or concerns quickly.

### If you need specific help with

### Call

<p>CityCore, CityNet &amp; CityBasic Medical Plans (administered by Moda) Order medical cards, check claims, verify coverage, find providers</p>	<p>Moda Customer Service 503-243-3974 1-877-337-0649 <a href="http://www.modahealth.com">www.modahealth.com</a>  <a href="http://www.modahealth.com/providersearch">www.modahealth.com/providersearch</a> Connexus Network  Member Health Advocate: 855-466-6340 or <a href="mailto:cityadvocate@modahealth.com">cityadvocate@modahealth.com</a></p>
<p>Express Scripts (ESI)  To order cards, verify coverage, find participating pharmacies</p>	<p>1-855-889-7760 or <a href="http://www.express-scripts.com">www.express-scripts.com</a></p>
<p>Delta Dental Plan Order dental cards, check claims, verify coverage, find providers</p>	<p>503-265-5680 or 1-877-277-7280 View claims history and provider list at <a href="http://www.modahealth.com">www.modahealth.com</a></p>
<p>Vision Service Plan (VSP) For CityCore, CityNet &amp; CityBasic plan participants To verify coverage and find providers</p>	<p>1-800-877-7195 or <a href="http://www.vsp.com">www.vsp.com</a></p>
<p>Kaiser Permanente Medical, Dental and Vision Plans Order cards, check claims, verify coverage, find providers, make appointments</p>	<p>503-813-2000 <a href="http://www.kp.org">www.kp.org</a> 24 hour advice nurse 1-800-813-2000</p>
<p>Wellness Program Offerings</p>	<p>CityStrong (all employees) <a href="http://www.citystrongpdx.com">www.citystrongpdx.com</a>  Healthy Foundations (for CityCore and CityNet participants) <a href="http://www.healthyfoundationspdx.com">www.healthyfoundationspdx.com</a> 855-232-6899  Kaiser Programs (For Kaiser participants) <a href="http://www.kp.org/healthengagement">www.kp.org/healthengagement</a> <a href="http://www.chpactiveandhealthy.com">www.chpactiveandhealthy.com</a>  Fitness Center Discounts <a href="https://www.portlandoregon.gov/bhr/60325">https://www.portlandoregon.gov/bhr/60325</a></p>
<p>Employee Assistance Plan (EAP) Cascade Centers To schedule an appointment,</p>	<p>24 hours a day, 7 days a week 1-800-433-2320 <a href="http://www.cascadecenters.com">www.cascadecenters.com</a></p>

immediate crisis counseling, financial coaching, legal consultations, and more	
Flexible Spending Accounts (MERP & DCAP) BenefitHelp Solutions For reimbursement information, eligible expense list, order new MERP debit card	503-219-3679 or 1-888-398-8057 <a href="http://www.benefithelpsolutions.com">www.benefithelpsolutions.com</a>
Supplemental Life & Long-Term Disability (LTD) Buy-Up To ask questions about the Evidence of Insurability form, status of your application	Standard Insurance Medical Underwriting 1-800-843-7979  Group number 488980
Benefitfocus	Employee enrollment portal <ul style="list-style-type: none"> <li><a href="http://www.portlandoregon.gov/benefits">www.portlandoregon.gov/benefits</a></li> </ul>
Voya – Deferred Compensation New enrollment, schedule an appointment, change investment allocations	503-937-0378 <a href="mailto:deferredcomp@lewis-stefani.com">deferredcomp@lewis-stefani.com</a> Appointments <a href="http://www.booknow.so/CityofPortland">http://www.booknow.so/CityofPortland</a>
Advantis – Deferred Compensation New enrollment or visit any branch office	503-785-2528 <a href="mailto:deferredcomp@advantiscu.org">deferredcomp@advantiscu.org</a>
PERS/OPSRP Balance information, annual statements, beneficiary changes	503-598-7377 <a href="http://www.oregon.gov/PERS">www.oregon.gov/PERS</a>
Fire & Police Disability & Retirement Fund Fire/Police pension and disability questions, beneficiary changes	503-823-6823 <a href="http://www.portlandonline.com/fpdr">www.portlandonline.com/fpdr</a>
<b>Health &amp; Financial Benefits Office</b>	<b>Contact</b>
General benefit questions Family status changes Vendor payments Customer service line LMBC meeting minutes Retiree customer service back-up  If you need to fax documentation to the Health & Financial Benefits Office	Anne Hogan 503-823-6031 <a href="mailto:Anne.Hogan@portlandoregon.gov">Anne.Hogan@portlandoregon.gov</a>  Confidential fax number: 503-823-3522
New Hire Enrollment (Public Safety and CityBasic) New Hire Orientation Leave Tracking Handbooks updates and review, leave of absence tracking	Garrett Benson 503-823-3929 <a href="mailto:Garrett.Benson@portlandoregon.gov">Garrett.Benson@portlandoregon.gov</a>

<p>New Hire Information and Education (Benefit Days, onsite resources) Employee communications CityStrong and other programs liaison Customer Service back-up</p>	<p>Jeannine Herrera 503-823-4388 <a href="mailto:Jeannine.Herrera@portlandoregon.gov">Jeannine.Herrera@portlandoregon.gov</a></p>
<p>ACA eligibility, premium reporting for active employees, 701 fund spreadsheet and back-up to Garrett and Jeannine, employee presentations, electronic records management lead, problem resolution</p>	<p>Santos Aguilar 503-823-2869 <a href="mailto:Santos.Aguilar@portlandoregon.gov">Santos.Aguilar@portlandoregon.gov</a></p>
<p>Retiree/COBRA enrollment and eligibility, premium payments, customer service and Medicare advocacy</p>	<p>Debi Danielson 503-823-6136 <a href="mailto:Debi.Danielson@portlandoregon.gov">Debi.Danielson@portlandoregon.gov</a></p>
<p>Deferred Compensation New Hires education and enrollment, Catch-Ups, customer service, consultant liaison, communication planning and contract administration (with service providers), pay-period contribution reconciliation, quarterly reporting</p>	<p>Jeanine Keller 503-823-6140 <a href="mailto:Jeanine.Keller@portlandoregon.gov">Jeanine.Keller@portlandoregon.gov</a></p> <p>Lisa Yuen 503-823-3107 <a href="mailto:Lisa.Yuen@portlandoregon.gov">Lisa.Yuen@portlandoregon.gov</a></p>
<p>Benefit Administrative Compliance (e.g. discrimination testing, process of fees/1095c) Auditing Payroll exceptions processing and premium deduction verifications</p>	<p>Hanh Tran 503-823-5318 <a href="mailto:Hanh.Tran@portlandoregon.gov">Hanh.Tran@portlandoregon.gov</a></p>
<p>Over Age Dependents monitoring, letters and communication Life Insurance application processing Fitness Center Applications</p>	<p>Lisa Yuen 503-823-3107 <a href="mailto:Lisa.Yuen@portlandoregon.gov">Lisa.Yuen@portlandoregon.gov</a></p>
<p>Reporting, auditing, premium reporting for COBRA/Retiree, issue resolution, Benefitfocus project lead, 1094/5 compiling and then filing with IRS, eligibility file monitoring, payroll file review and approval, Benefits Website</p>	<p>Mike Fryer 503-823-6119 <a href="mailto:Mike.Fryer@portlandoregon.gov">Mike.Fryer@portlandoregon.gov</a></p>
<p>Benefits Supervisor, day to day</p>	<p>Michelle Taylor</p>

<p>administration, Preventive Care Initiative, Annual Enrollment coordination and distribution of duties. Employee Assistance Program (EAP), Special Projects (e.g. Wameworks implementation), process improvement, exception approvals, vendor issue resolutions and PPA liaison</p>	<p>503-823-6137  <a href="mailto:Michelle.Taylor@portlandoregon.gov">Michelle.Taylor@portlandoregon.gov</a></p>
<p>Family Medical Leave (FMLA/OFLA)  City Paid Parental Leave  Catastrophic Leave  Long-Term Disability  Family Medical Leave bureau training, issue resolution and communication  Injured Worker Re-employment program liaison</p>	<p>Linda Erlandsen  503-823-3404  <a href="mailto:Linda.Erlandsen@portlandoregon.gov">Linda.Erlandsen@portlandoregon.gov</a></p>
<p>Health &amp; Financial Benefits Manager, provide Citywide strategic leadership for the healthcare plan. Staff to the Labor Management Benefits Committee, SME for collective bargaining, Complex issue resolution and professional development of individuals within Benefits team, education, training and communications</p>	<p>Cathy Bless  503-823-5207  <a href="mailto:Cathy.Bless@portlandoregon.gov">Cathy.Bless@portlandoregon.gov</a></p>