

## Questions?

More information about the 2020 plans is available on the McClatchy LiveWell website. You can access the website by visiting <http://www.mcclatchylivewell.com>.

If you have additional questions, please refer to the Key Contacts below.

Benefit Plan Provider		Group #	Telephone/Fax	Internet address	For assistance with:
Aetna – Medical	Member Services	620229	1-888-492-3862 (M-F: 5 am – 8 pm PST)	<a href="http://www.aetna.com">www.aetna.com</a>	<ul style="list-style-type: none"> <li>• Medical coverage questions</li> <li>• Claims status and inquiries</li> <li>• Pharmacy and drug questions</li> <li>• Locate network providers</li> </ul>
	24-hour Nurse Line	620229	1-800-556-1555 (24 hours/7 days/week)		<ul style="list-style-type: none"> <li>• Medical advice over the phone and after hours</li> </ul>
	Health Advocacy Team (HAT)	620229	1-888-277-2467 (M-F: 8 am – 8 pm EST)		<ul style="list-style-type: none"> <li>• Transition of care</li> <li>• Pre-certification for inpatient procedures</li> </ul>
	Teladoc		1-855-835-2362	<a href="http://www.teladoc.com/aetna">www.teladoc.com/aetna</a>	<ul style="list-style-type: none"> <li>• 24/7 National network access to board certified doctors</li> </ul>
CVS Caremark Prescription Specialty Pharmacy Help Desk		RXBin: 004336 RXPCN: ADV RXGRP 0458	1-866-505-6233 Customer care 1-800-237-2767 Specialty	<a href="http://www.caremark.com">www.caremark.com</a> <a href="http://www.cvsspecialty.com">www.cvsspecialty.com</a>	<ul style="list-style-type: none"> <li>• Prescription questions, mail order, eligibility and claims</li> <li>• Specialty drug refills, order status and questions</li> <li>• Questions and help navigating through CVS</li> </ul>
Budco – Dependent Verification	Customer Service	McClatchy	1-888-349-2301 Fax:888-546-7382	<a href="http://www.dependentverification.budco.com/user/mni">http://www.dependentverification.budco.com/user/mni</a>	<ul style="list-style-type: none"> <li>• Check status of dependent verification</li> <li>• Upload or fax documents</li> </ul>
Aetna – EAP/Behavioral Health	Employee Assistance Program	McClatchy	1-866-845-4972 (24 hours/7 days/week)	<a href="https://www.mylifevalues.com">https://www.mylifevalues.com</a> Username & Password: McClatchy	<ul style="list-style-type: none"> <li>• Behavioral health intake for referral to EAP or mental health/substance abuse benefits</li> <li>• Pre-certification for inpatient services</li> </ul>
CIGNA – Dental	Member Services	3214896	1-800-244-6224 (M-F: 7 am – 7 pm) (all time zones)	<a href="http://www.mycigna.com">www.mycigna.com</a>	<ul style="list-style-type: none"> <li>• Dental coverage questions</li> <li>• Claims status and inquiries</li> <li>• Locate network providers</li> </ul>
VSP – Vision	Member Services	12316443	1-800-877-7195 (M-F: 5 am – 7 pm PST) (Sat: 6 am – 2:30 pm PST)	<a href="http://www.vsp.com">www.vsp.com</a>	<ul style="list-style-type: none"> <li>• Vision coverage questions</li> <li>• Claims status and inquiries</li> <li>• Locate network providers</li> </ul>
PayFlex - FSA/HSA/Transportation	Customer Service	McClatchy	1-888-678-8242 Mon-Fri, 7am -7pm CST Sat, 9am -2pm CST	<a href="http://www.payflexdirect.com">www.payflexdirect.com</a>	<ul style="list-style-type: none"> <li>• Flexible Spending Account balance</li> <li>• Health Savings Account balance</li> <li>• Eligible expenses questions</li> <li>• Claim status and inquiries</li> </ul>
Aetna – Disability STD/LTD/FMLA	Claim Intake	McClatchy	1-866-269-6241 (M-F: 8 am – 5 pm EST)	<a href="http://www.wkabsystem.com">www.wkabsystem.com</a> (access 24/7) Identifier: MCCLATCHY	<ul style="list-style-type: none"> <li>• Start STD claim</li> <li>• FMLA</li> <li>• LTD</li> </ul>

PayFlex – COBRA	Customer Service	McClatchy	1-800-359-3921 Mon-Fri, 8-5 CST	<a href="http://www.payflexdirect.com">www.payflexdirect.com</a>	<ul style="list-style-type: none"> <li>• COBRA coverage and questions</li> <li>• COBRA premium payments</li> </ul>
Aetna – Life	Group Life Customer Service	476608	1-800-523-5065 Mon-Fri, 8am – 7pm EST		<ul style="list-style-type: none"> <li>• Obtain enrollment kit/rates for portability and conversion</li> <li>• File death claim</li> <li>• Accelerated death benefit information</li> </ul>
Virgin Pulse	Member Services		888-671-9395 Mon-Fri, 8am – 9pm EST Chat – Mon-Fri, 2am – 9pm EST	<a href="http://join.virginpulse.com/McClatchy">http://join.virginpulse.com/McClatchy</a> <a href="mailto:support@virginpulse.com">support@virginpulse.com</a>	<ul style="list-style-type: none"> <li>• Portal access</li> <li>• Wellness activities and tracking</li> </ul>
Allstate – Accident / Critical Illness	Member Services	G1494	1-800-521-3535 EST 1-800-211-5533 Spanish 1-866-427-3677 Fax	<a href="http://www.Allstatebenefits.com/mybenefits">www.Allstatebenefits.com/mybenefits</a>	<ul style="list-style-type: none"> <li>• Questions, claims, policy/cert. holder support</li> </ul>
InfoArmor - ID Theft Protection	Customer Care	2030	1-800-789-2020	<a href="http://www.myprivacyarmor.com">www.myprivacyarmor.com</a>	<ul style="list-style-type: none"> <li>• Portal access</li> <li>• Questions</li> </ul>
Nationwide - Pet Insurance	Customer Care		1-800-540-2016 1-877-738-7874 Enrollment and additional information	<a href="http://www.petinsurance.com/mcclatchy">www.petinsurance.com/mcclatchy</a>	<ul style="list-style-type: none"> <li>• Free online or by phone quotes</li> <li>• Enrollment questions &amp; claims</li> <li>• *Mention you are a McClatchy employee</li> </ul>
LiveWell at McClatchy			1-866-334-2334 Voicemail only	<a href="http://www.mcclatchylivewell.com">www.mcclatchylivewell.com</a> <a href="mailto:livewell@mcclatchy.com">livewell@mcclatchy.com</a> <a href="mailto:pensions@mcclatchy.com">pensions@mcclatchy.com</a> <a href="mailto:401k@mcclatchy.com">401k@mcclatchy.com</a>	<ul style="list-style-type: none"> <li>• Benefits questions, policies and forms</li> <li>• Employee benefits website</li> <li>• Benefits tools and resources</li> </ul>