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](http://www.mcclatchylivewell.com).
If you have additional questions, please refer to the Key Contacts below.

<table>
<thead>
<tr>
<th>Benefit Plan Provider</th>
<th>Group #</th>
<th>Telephone/Fax</th>
<th>Internet address</th>
<th>For assistance with:</th>
</tr>
</thead>
</table>
| Aetna – Medical                        | Member Services | 620229 | 1-888-492-3862 (M-F: 5 am – 8 pm PST) | [www.aetna.com](http://www.aetna.com) | • Medical coverage questions  
• Claims status and inquiries  
• Pharmacy and drug questions  
• Locate network providers |
| 24-hour Nurse Line                     | 620229 | 1-800-556-1555 (24 hours/7 days/week) |                                           | • Medical advice over the phone and after hours                                        |
| Health Advocacy Team (HAT)             | 620229 | 1-888-277-2467 (M-F: 8 am – 8 pm EST) |                                           | • Transition of care  
• Pre-certification for inpatient procedures                                               |
| Teladoc                                | 1-855-835-2362 |       | [www.teladoc.com/aetna](http://www.teladoc.com/aetna) | • 24/7 National network access to board certified doctors |
| CVS Caremark                           | RXBin: 004336 RXPCN: ADV RXGRP 0458 |       | [www.caremark.com](http://www.caremark.com) [www.cvsspecialty.com](http://www.cvsspecialty.com) | • Prescription questions, mail order, eligibility and claims  
• Specialty drug refills, order status and questions  
• Questions and help navigating through CVS |
| Budco – Dependent Verification         | Customer Service | McClatchy | 1-888-349-2301 Fax:888-546-7382 | [http://www.dependentverification.budco.com/user/mni](http://www.dependentverification.budco.com/user/mni) | • Check status of dependent verification  
• Upload or fax documents |
| Aetna – EAP/Behavioral Health          | Employee Assistance Program | McClatchy | 1-866-845-4972 (24 hours/7 days/week) | [https://www.mylifevalues.com](https://www.mylifevalues.com) Username & Password: McClatchy | • Behavioral health intake for referral to EAP or mental health/substance abuse benefits  
• Pre-certification for inpatient services |
| CIGNA – Dental                         | Member Services | 3214896 | 1-800-244-6224 (M-F: 7 am – 7 pm) (all time zones) | [www.mycigna.com](http://www.mycigna.com) | • Dental coverage questions  
• Claims status and inquiries  
• Locate network providers |
| VSP – Vision                            | Member Services | 12316443 | 1-800-877-7195 (M-F: 5 am – 7 pm PST) (Sat: 6 am – 2:30 pm PST) | [www.vsp.com](http://www.vsp.com) | • Vision coverage questions  
• Claims status and inquiries  
• Locate network providers |
| PayFlex - FSA/HSA/Transportation       | Customer Service | McClatchy | 1-888-678-8242 Mon-Fri, 7am -7pm CST Sat, 9am -2pm CST | [www.payflexdirect.com](http://www.payflexdirect.com) | • Flexible Spending Account balance  
• Health Savings Account balance  
• Eligible expenses questions  
• Claim status and inquiries |
| Aetna – Disability STD/LTD/FMLA       | Claim Intake | McClatchy | 1-866-269-6241 (M-F: 8 am – 5 pm EST) | [access 24/7] Identifier: MCCLATCHY | • Start STD claim  
• FMLA  
• LTD |
<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Contact Details</th>
<th>Features</th>
</tr>
</thead>
</table>
| PayFlex – COBRA               | Customer Service McClatchy 1-800-359-3921 Mon-Fri, 8-5 CST                   | • COBRA coverage and questions  
• COBRA premium payments |
| Aetna – Life                  | Group Life Customer Service 476608 1-800-523-5065 Mon-Fri, 8am – 7pm EST     | • Obtain enrollment kit/rates for portability and conversion  
• File death claim  
• Accelerated death benefit information |
| Virgin Pulse                  | Member Services 888-671-9395 Mon-Fri, 8am – 9pm EST  
Chat – Mon-Fri, 2am – 9pm EST | • Portal access  
• Wellness activities and tracking |
| Allstate – Accident / Critical Illness | Member Services G1494 1-800-521-3535 EST  
1-800-211-5533 Spanish  
1-866-427-3677 Fax | • Questions, claims, policy/cert. holder support |
| InfoArmor - ID Theft Protection | Customer Care 2030 1-800-789-2020 | • Portal access  
• Questions |
| Nationwide - Pet Insurance    | Customer Care 1-800-540-2016  
1-877-738-7874 Enrollment and additional information | • Free online or by phone quotes  
• Enrollment questions & claims  
*D Mention you are a McClatchy employee |
| LiveWell at McClatchy         | 1-866-334-2334 Voicemail only | • Benefits questions, policies and forms  
• Employee benefits website  
• Benefits tools and resources |