

Contact Information for Questions or Claims

The information in this Employee Benefits Guide is presented for illustrative purposes and is based on information provided by the employer. The text contained in this Guide was taken from various benefit plan descriptions. While every effort was taken to accurately report your benefits, discrepancies or errors are always possible. In case of discrepancy between the Guide and the actual plan documents, the actual plan documents will prevail. All information is confidential, pursuant to the Health Insurance Portability and Accountability Act of 1996. If you have any questions about your Guide, contact Human Resources.

Still Have Questions?

If you cannot get your questions answered by the carrier directly or are not sure where to find an answer, please do not hesitate to contact Kelly Parrish in the Human Resources Department at 556-5831 or by emailing kparrish@co.goochland.va.us

When You Have Questions

The majority of questions or issues you may encounter can be resolved through the insurance carrier customer service and websites. The websites are all designed for you to have access to your entire plan and claims information, including information for any of your enrolled dependents.

It's simple for you to register and login to each of the sites. All carriers are reducing the number of call service representatives and their websites have become terrific interactive and informational tools for you to get most of your questions answered. The websites include the following information:

Claims Information: View expanded claims information and receive a report detailing your health care expenditures.

Eligibility: See who's covered under your plan and what benefits they are eligible for.

ID Cards: Request ID cards or print temporary ID cards for you and your covered family members.

Provider Directory: Look up doctors and facilities and find participating providers.

Benefit Plan Design: View your specific benefits summary.

Forms: Download and print necessary forms

Type of Insurance	Carrier	Website/Phone
Medical/Vision	Anthem 24/7 Nurseline	www.anthem.com/tlc 1-800-552-2682 1-800-337-4770
Dental	Delta Dental	http://www.deltadentalva.com 1-888-335-8296
Employee Assistance Program	Anthem	www.anthem.com/tlc 1-855-223-9277
FSA	Chard-Snyder	www.chard-snyder.com 1-800-982-7715
Voluntary Insurance Claims	Unum	1-800-359-5244, Ext. 6023
HSA	HSA Administrators	1-888-354-0697
Voluntary Insurance Enrollment	Mark III	www.markiiieb.com 1-800-532-1044