

Benefit FAQ's

Benefits Vendor	Question	Answer
Medical Mutual of Ohio	I did not receive my Medical Mutual card, where do I get a new identification card or request additional identification cards?	Go to: http://www.medmutual.com . On right side, click "Register Here" and create an account to access your medical account information and print new cards. If you do not know your Member ID, you may use your social security number.
	What is the Medical Mutual Customer Service number?	800-586-4509
Anthem	I did not receive my Anthem Blue Cross/Blue Shield card, where do I get a new identification card or request additional identification cards?	Go to: http://www.anthem.com . On right side, click "Register". Create an account. If you do not know your Member ID, use your social security number. Enter your birthday in this format (xx/xx/xxxx). After you created an account, in the upper right hand corner, click "Customer Care" drop down arrow to print a temporary card and/or request new cards.
	What is the Anthem Blue Cross/Blue Shield Customer Service number?	888-202-1654
Caremark	I did not receive my Caremark card, where do I get a new identification card or request additional identification cards?	Go to: http://www.caremark.com . At the top, center of page, click "Not Registered?" Create an account. If you do not know your Member ID, use your social security number. After an account is created, click "Prescription Coverage" and select ID cards.
	What is Caremark's Customer Service number?	888-202-1654
Delta Dental (PPO)	I did not receive my Delta Dental card, where do I get a new identification card or request additional identification cards?	Go to: http://www.deltadentaloh.com . At the top, center of page, click "Consumer Toolkit". Register to create an account and access eligibility information, review benefit usage, print ID cards, etc. Use your social security number as your Member ID.
	What is Delta Dental's Customer Service number?	800-524-0149
EyeMed	I did not receive my EyeMed card, where do I get a new identification card or request additional identification cards?	Go to: http://www.eyemedvisioncare.com . On the left side, click "Members". Click on "Login/Register" to create an account, view vision account information and print new cards.
FlexSave (FSA)	When will I receive my FlexSave card?	You should receive your new card no later than January 1 of the following calendar year. Also, you cannot use your new FlexSave card until January 1.
	If I did not receive my FlexSave card, where do I get a new identification card?	If you do not receive your card, contact FlexSave Customer Service at 800-525-9252 or go to http://www.mytakecareplan.com .
	What happens to my funds if I don't spend them by Dec. 31 of the plan year?	You still have until March 15 of the following year to incur expenses and until June 30, of that year, to submit any receipts for reimbursements. However, you cannot use the previous year's card after December 31. You must hold onto your receipts and submit a claim form along with a copy of your receipts. The claim form can be found in the HR Forms Library .
Opt-Outs	When will I begin receiving my monthly opt-out incentive pay?	You will receive your first payment of \$50 for the opt-out incentive as follows: Bi-Weekly pay on February 12 and Semi-Monthly pay on January 14 for a total of \$100 per month.
	How do I verify that I received the opt-out incentive?	Go to Flashline, log in and click "My HR" tab and under "Employment Detail" select "Pay Stub".
Domestic Partners	Do I have to submit a new Domestic Partner Affidavit each year?	No. New forms are not required if you have already completed the certification process.