

City of Tacoma Active Employees Who to Contact if You Have Benefit Questions

	Plan or Group Number	Phone Number	Website/Email
Medical			
Regence BlueShield	10010327		
Customer Service		1-855-877-0047	regence.com
24 Hour Nurseline		1-800-267-6729	
Express Scripts Mail Order (Eff 4/1/21)		1-833-599-0451	Esrx.com/regence (mobile app also available)
Regence Pharmacy-Specialty Meds		1-833-599-0514	Accredo.com/regencespecialtyselect
Kaiser Permanente			
Customer Service	1657100 (All Others) 8154500 (Local 6) 1657108 (Local 26) 1657000 (Library)	1-888-901-4636	Kp.org/wa
24/7 Consulting Nurse Service		1-800-297-6877	
Dental			
Delta Dental of Washington	00206 (Local 6) 00222 (all Others)	1-800-554-1907	deltadentalwa.com
Willamette Dental	WA41	1-855-433-6825	willamettedental.com
Vision			
Kaiser Permanente (Kaiser Medical Insurance members <u>only</u>)		1-800-664-9225	https://wa-eyecare.kaiserpermanente.org
VSP	30010746	1-800-877-7195	vsp.com
Other Benefits			
The Standard Insurance Life Insurance Long Term Disability Short Term Disability	605772	1-800-368-1135	standard.com
<i>Assist America</i> Travel Assistance Visit the City's life insurance web page for more information Benefits>Plan Information>Life Insurance		1-800-872-1414 (In USA) 1-609-986-1234 (Outside USA)	medservices@assistamerica.com
EAP - Employee Assistance Program		1-800-777-4114 TTY 1-800-777-4969	firstchoiceeap.com <i>User Name: cityoftacoma</i>
Trusted Plans Services (FSA)	45000	253-564-5611 x210	trustedplans.com
TERS Retirement		253-502-8200	TersRetirement@cityoftacoma.org cityoftacoma.org/retirement
DRS Retirement (Leoff II Only)	A008	1-800-547-6657	drs.wa.gov
ICMA (All City Employees)	302010	1-800-669-7400	icmarc.org
Nationwide (Local 31 members only)	37306-001	1-877-677-3678	nationwide.com

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City of Tacoma Contacts			
Benefits Staff		253-573-2345	benefits@cityoftacoma.org
ESS – Employee Self Service			cityoftacoma.org/ess
Log In Issues-IT Help Desk		253-591-2057	ITServiceDesk@cityoftacoma.org
Benefits enrollment questions		253-573-2345	benefits@cityoftacoma.org
			cityoftacoma.org/benefits
Deferred Compensation		253-573-2345	Benefits@cityoftacoma.org