

City of Tacoma

Who to Contact if You Have Benefit Questions

	Plan Group Number	Phone Number	Website/Email
Medical			
Regence BlueShield	10010327		
Customer Service		1-866-240-9580	regence.com
24 Hour Nurseline		1-800-267-6729	
AllianceRx Walgreens Prime Mail Order & Specialty Prescriptions		1-888-832-5462	
Kaiser Permanente			Kp.org/wa
Customer Service	1657100	1-888-901-4636	
(Local 6 Only)	8154500		
24/7 Consulting Nurse Service		1-800-297-6877	
Kaiser Permanente Eyecare		1-800-664-9225	https://wa-eyecare.kaiserpermanente.org
Dental			
Delta Dental of Washington	00206	1-800-554-1907	deltadentalwa.com
Willamette Dental	WA41	1-855-433-6825	willamettedental.com
Vision			
Kaiser Permanente (Kaiser members only)		1-800-664-9225	https://wa-eyecare.kaiserpermanente.org
VSP	30010746	1-800-877-7195	vsp.com
Other Benefits			
The Standard Insurance	605772	1-800-368-1135	standard.com
Travel Assistance	9061	1-800-527-0218	members.uhcglobal.com
MetLife Insurance	1411386		metlife.com
Short Term Disability Claims		1-800-638-2242	
Statement of Health Status		1-800-638-6420, #1	
EAP - Employee Assistance Program		1-800-777-4114	firstchoiceeap.com <i>User Name: cityoftacoma</i>
Trusted Plans Services	45000	253-564-5611 x210	trustedplans.com
TERS Retirement		253-502-8200	cityoftacoma.org/retirement
DRS Retirement	A008	1-800-547-6657	drs.wa.gov
ICMA	302010	866-838-2102	icmarc.org
Nationwide (Local 31 members only)	37306-001	206-218-9985	nationwide.com
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	
Benefits enrollment questions		253-573-2345	benefits@cityoftacoma.org cityoftacoma.org/benefits
Deferred Compensation		253-591-5440	dpeterson@cityoftacoma.org