

2024 Contact List



Reward/Benefit	Provider	Website/Email	Phone
Member Advocacy	Optavise	wspassistance@optavise.com	866-253-2273 Monday–Friday 8:00 AM to 9:00 PM EST
Medicare Assistance Services	HTA	medicare@htafinancial.com	610-430-6650
Benefits Administrator	bswift	www.wspusa.bswift.com	844-848-1142 Monday–Friday 8:00 AM to 8:00 PM EST
Medical	Aetna	www.aetna.com (Register for member access) Group #: 109217 Dedicated WSP microsite: www.aetnaresource.com/n/wsp Password: WSPUSA1 Claims: Aetna PO Box 981106 El Paso TX 79998-1006	866-267-1454 (TTY: 711) Monday–Friday 8:00 AM to 6:00 PM in all Time Zones Claims Fax Number: 859-455-8650 (Include ID number or your name and address)
Pharmacy	ExpressScripts	www.express-scripts.com/wspusa Group #: WSPUSA1	844-823-5295
Telemedicine (Aetna Plans)	Teladoc Health	www.teladoc.com	855-835-2362
Hawaii Medical (PPO)	HMSA	www.hmsa.com Group #: 100101-1	808-948-6111 (Oahu) 800-776-4672 (Neighbor Islands)
Hawaii Medical (HMO)	Kaiser	www.kp.org Group #: 1231	808-432-5955 (Oahu) 800-966-5955 (Neighbor Islands)
Dental	MetLife	www.metlife.com/wsp Group #: 217117 Claims: MetLife Dental Claims PO Box 981282 El Paso, TX 79998-1282	833-622-0134 (option 1) Monday–Friday 8:00 AM to 11:00 PM EST Dental Claims Fax: 859-389-6505 (Attn: Claims)
Vision	VSP	www.vsp.com Policy #: 30100123 Claims: Vision Service Plan Attention Claims Services PO Box 385018 Birmingham, AL 35238-5018	800-877-7195
Health Savings Accounts (HSAs)	HealthEquity	www.healthequity.com Group #: 31609	866-735-8195
Flexible Spending Accounts (FSAs)	HealthEquity	www.healthequity.com Group #: 31609	866-735-8195
Critical Illness Insurance	MetLife	www.metlife.com/wsp Group #: 218388	833-622-0134 (option 6)
Accident Insurance	MetLife	www.metlife.com/wsp Group #: 94397	833-622-0134 (option 5)

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Short-Term and Long-Term Disability	Prudential AbsenceOne	www.absenceone.com/WSP Group #: 71237 Claims: Prudential AbsenceOne PO Box 14441 Lexington, KY 40512-4829	866-616-0004 Monday–Friday 8:00 AM to 8:00 PM EST Disability Claims Fax Number: 859-280-4829
Life and AD&D Insurance (Basic and Voluntary)	MetLife	www.metlife.com/wsp Group #: 34471 Claims: MetLife Group Life Claims PO Box 6100 Scranton, PA 18505-6100	833-622-0134 (option 4) Monday–Thursday 8:00 AM to 8:00 PM EST and Friday 8:00 AM to 5:00 PM EST Life Claims Fax Number: 570-558-8645
Supplemental and Dependent Life (Group Universal Life)	MetLife	www.metlife.com/wsp Group #: 34471 Claims: MetLife Group Life Claims PO Box 6100 Scranton, PA 18505-6100	833-622-0134 (option 2) Life Claims Fax Number: 570-558-8645
Home and Auto	Farmers GroupSelect	www.myautohome.farmers.com Group discount code: AZD	833-622-0134 (option 8)
Identity Theft Protection	Norton LifeLock	www.nortonlifelock.com	800-607-9174
Legal Assistance	MetLife Legal	www.metlife.com/wsp Group #: 34471	833-622-0134 (option 7)
Commuter Benefits	HealthEquity	www.healthequity.com Group #: 31609	866-735-8195
Employee Assistance Program	Carebridge	www.myliferesource.com Code: GBR73 clientservice@carebridge.com	800-437-0911
Retirement Savings Plan	T. Rowe Price	www.rps.troweprice.com	800-922-9945
SmartDollar	SmartDollar	www.smartdollar.com/enroll/trp_104236	N/A
Student Loan Program	SoFi	www.SoFi.com/WSP	833-277-7634
24-Hour Nurse Line (Aetna Plans)	Aetna	--	800-556-1555
Oncology Services	Transform Oncology	member.aetna.com/appConfig/login	866-267-1454 (TTY: 711)
Tobacco Cessation	Aetna	www.aetnaresource.com/n/wsp Password: WSPUSA1	866-533-1410 (TTY:711)