



Contact Information

ALEX Benefits Counselor

- www.myalex.com/CITGO

Bariatric Resource Services

- 1-888-936-7246

Cancer & Transplant Resource Services

- www.myoptumhealthcomplexmedical.com

CITGO Benefits HelpLine

- Phone: 1-888-443-5707 (toll-free)
- Email: Benefits@CITGO.com
- Web: www.hr.CITGO.com

COBRA & HIPAA

- UnitedHealthcare
1-866-747-0048
- HIPAA Certificate of Coverage
1-866-747-0048

Dental

- MetLife
1-800-942-0854
www.metlife.com/mybenefits
- MetLife Retiree Full Service Plan Dental
1-800-438-6388 (1-800-GET-MET-8)
- UH One Dental Plan
1-800-816-4790

Employee Assistance Program

- United Behavioral Health
1-888-231-4886
www.liveandworkwell.com
Access code: 42920

Flexible Spending Accounts (FSA)

- UHC Health Care Accounts
1-800-331-0480
915-231-1709 (fax)
866-262-6354 (toll-free fax)
www.myuhc.com

401(k) and Thrift Plans

- Fidelity
1-800-256-4015 (CITGO)
1-800-587-5282 (General - Spanish language)
1-877-833-9900 (International toll-free)
1-800-847-0348 (TDD number)
www.401k.com

Health Savings Accounts (HSA)

- Fidelity
1-800-544-3716
www.netbenefits.com or www.401k.com

Healthy Rewards

- Customer Service - 1-877-818-5826
www.werally.com
www.myuhc.com

Hearing Aid Discount Program

- UHC Hearing
www.UCHearing.com
1-855-523-9355

Life & Disability Inquiries

- CITGO Benefits HelpLine
1-888-443-5707
Email: Benefits@CITGO.com

Mental Health Hospitalization

- 1-888-231-4886

Prescription Drug

- Optum Rx
1-866-317-6359
www.myuhc.com

UnitedHealthcare

- Customer Service Center
1-866-317-6359
- Pre-determinations and Pre-certifications
www.myuhc.com
- Medicare Solutions
www.myuhcplans.com/CITGO
1-877-753-5150
- Find A Doctor
www.myuhc.com

Vision

- UnitedHealthcare Vision
1-800-638-3120
www.myuhcvision.com