

Hudson Valley Credit Union Carrier Information

Click on the hyperlinks below to be directed to each of the Carrier's home pages on the Internet.

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| <p><u>Principal Financial Group 401(k)</u> Plan #705786 Customer Service 1-800-986-3343</p> |
| <p><u>Empire BC/BS Medical & Vision</u></p> <p>Medical Group #723015 Member Services 1-844-235-4455 24/7 Nurse Line 1-866-784-2643</p> <p>LiveHealth Online telemedicine https://livehealthonline.com/</p> <p>Vision Group #723015 V Customer Service 1-866-723-0515</p> |
| <p><u>Express Scripts Prescriptions</u> Plan #HVCRX4U Customer Service 1-877-819-4032 Accredo Specialty Pharmacy 1-800-803-2523 (refills and orders)</p> |
| <p><u>Delta Dental</u> Plan #2348 Claims Questions: 1-800-932-0783</p> |
| <p><u>American Benefits Group Flexible Spending Accounts and Health Reimbursement Arrangement Accounts</u> Customer Service 1-800-499-3539 (option 2) support@amben.com</p> |
| <p>Leave Management: Elevance Health (Formely Anthem Co.) To start a claim 1-888-868-7046 leaveservices@anthem.com</p> |
| <p>NFP Benefits Concierge (877) 835-1361 DBbenadmin@nfp.com</p> <p>NFP Claims Advocacy Team CSclaims@nfp.com</p> |

ESI Total Care Employee Assistance Program (EAP) 1-800-252-4555

Metlife (Accident Care, Critical Illness and Hospital Indemnity)

Group Number# 5397129

Customer Service 1-800-438-6388

www.metlife.com

Carrot Fertility

support@get-carrot.com

www.get-carrot.com

Hudson Valley Credit Union Mobile Applications

EMPIRE BC/BS MEDICAL & VISION

Life doesn't always go as planned. No worries, Empire's mobile app can help. Download the Sydney Health app [here](#).

EMPIRE BC/BS LIVEHEALTH ONLINE

When you need to see a doctor, use LiveHealth Online to have a video visit with a board-certified doctor, 24/7, on your smartphone, tablet or computer with a webcam. It's easy to use and more convenient than a trip to urgent care.

It's quick and easy to sign up. Just go to livehealthonline.com or download the free mobile app at Google Play or the Apple App Store.

EXPRESS SCRIPTS

With the Express Scripts mobile app, you can skip the pharmacy trip. From up-to-the-minute order status to a handy "medicine cabinet" to keep track of prescriptions, our app is an on-the-go pharmacy that replaces the runaround...with right now!

To download the mobile app., click [here](#).

DELTA DENTAL

Delta Dental's mobile app gives you access to dentist search, claims and coverage, ID cards and more right on your mobile device. We even have a toothbrush timer built in to make sure you keep up with your daily oral health routine!

To download the Delta Mobile App click [here](#).

AMERICAN BENEFITS GROUP (FSA and HRA)

Once you enroll in a Medical or Dependent Care Flexible Spending Account plan or a Health Reimbursement Arrangement, you can manage your account by signing up for secure access through the following link [here](#).

PRINCIPAL 401(k)

Once you enroll in the HVCU 401(k) Plan, you will have the opportunity to sign up for secure access to your 401(k) plan account through their mobile app. Click [here](#) to download.

ADP MOBILE APP

Get secure, on-the-go access to important personal and business information at your fingertips with the ADP Mobile Solutions app. The app gives you access to: paystubs, direct deposit info, W-2 statements, tax withholdings, benefit enrollments, and more.

Download on the Apple App Store or Google Play. For more information, visit [ADP Mobile Solutions](#).

EAP MOBILE APP

You can now have your Employee Assistance Program (EAP) benefits and services at your fingertips on your smartphone by simply downloading the free EAP app for iOS (Apple) and Android! You'll have access to all the same great tools, benefits and resources that you do on your computer, just in a more mobile-friendly format. Click [here](#) to download.

If you have any questions or need any help, please contact: benefits@hvcu.org.

METLIFE

HVCU offers the following voluntary supplemental benefit programs:

- Accident Care
- Critical Illness
- Hospital Indemnity

<https://www.metlife.com/metlife-app/>

CARROT Fertility

Carrot, a family planning benefit, is available to all employees + spouses. Carrot is a fertility benefit that will allow access to care for all paths to parenthood.

[Carrot mobile App in progress](#)