

## Contact Information for the Health and Welfare Plans

Plan and Administrator	Group/Policy#	Send Claims To:	Member Services
The Penn Benefits Center	N/A	Penn Benefits Center P.O. Box 26745 Salt Lake City, UT 84126-0745	1-888-PENN-BEN (1-888-736-6236)
<b>Medical</b>			
PennCare/Personal Choice PPO	606132	Non-Preferred Providers: Personal Choice Claims P.O. Box 69352 Harrisburg, PA 17106-9352	1-800-ASK-BLUE (1-800-275-2583)
Aetna Choice POS II	811778	Aetna P.O. Box 981106 El Paso, TX 79998-1106	1-888-302-8742 859-455-8650 (fax)
Keystone/AmeriHealth HMO	501906	Keystone Claims P.O. Box 69353 Harrisburg, PA 17106-9352	1-800-ASK-BLUE (1-800-275-2583)
Aetna High Deductible Health Plan with Health Savings Account	811778	Aetna P.O. Box 981106 El Paso, TX 79998-1106	1-888-302-8742 859-455-8650 (fax)
Penn Behavioral Health	N/A	3535 Market Street Fourth Floor Philadelphia, PA 19104	1-888-321-4433
<b>Prescription Drug</b>			
CVS Caremark	PENRX	CVS Caremark P.O. Box 52196 Phoenix, AZ 85072-2196  CVS Caremark Mail Service P.O. Box 2110 Pittsburgh, PA 15230-2110	1-800-378-0802
<b>Dental</b>			
Penn Faculty Practice Plan	N/A	N/A	215-898-4615 (Schattner Center) 215-573-8400 (University City) 610-520-4600 (Bryn Mawr)
MetLife	300187	Out-of-Network Only: MetLife Dental Claims P.O. Box 981282 El Paso, TX 79998-1282	1-800-942-0854
<b>Vision</b>			
Davis Vision	442173	Out-of-Network Only: Vision Care Processing Unit P.O. Box 1525 Latham, NY 12110	1-800-ASK-BLUE (1-800-275-2583) 1-888-393-2583 (claims/benefit questions)
<b>Pre-Tax Expense Accounts</b>			
ADP FSA Services	N/A	ADP FSA Services P.O. Box 1853 Alpharetta, GA 30023-1853	1-888-PENN-BEN (1-888-736-6236), option 3

Plan and Administrator	Website	Other Information
The Penn Benefits Center	www.pennbenefits.upenn.edu	Call for general benefit questions, life event changes (within 30 days), and claims adjudication.
<b>Medical</b>		
PennCare/Personal Choice PPO	www.ibx.com http://pennhealth.com/penncareppo/index.html	For inpatient admission (except for maternity or emergency admissions), precertification is required. Call 215-241-2990 or 1-800-275-2573.
Aetna Choice POS II	www.aetna.com	For an emergency out of area, go to the nearest hospital. Hospital must call 1-888-632-3862.
Keystone/AmeriHealth HMO	www.ibx.com	Call both Primary Care Physician (PCP) and HMO within 48 hours of emergency care. For an emergency out of area, go to the nearest hospital. Hospital must call 1-800-ASK-BLUE (1-800-275-2583). Sick Care out of area: 1-800-810-BLUE.
Aetna High Deductible Health Plan with Health Savings Account	www.aetna.com	For an emergency out of area, go to the nearest hospital. Hospital must call 1-888-632-3862.
Penn Behavioral Health	www.pennbehavioralhealth.org	Behavioral Health benefits for PennCare/Personal Choice PPO and Aetna Choice POS II plans.
<b>Prescription Drug</b>		
CVS Caremark	www.caremark.com	
<b>Dental</b>		
Penn Faculty Practice Plan	www.dental.upenn.edu/patient_care/penn_faculty_dental_plan	After hours, call any network office for instructions on how to reach the doctor on call. Or, call the emergency answering service at 215-952-8029. For emergency treatment outside a 50-mile radius of any office, use any dentist.
MetLife	www.metlife.com/dental	Contact your family dentist for emergencies.
<b>Vision</b>		
Davis Vision	www.ibx.com	IBC vision plan administered by Davis Vision.
<b>Pre-Tax Expense Accounts</b>		
ADP FSA Services	www.pennbenefits.upenn.edu	