

CONTACT INFORMATION:

FLEXIBLE SPENDING ACCOUNTS – AMERIFLEX

- **Mailing Address:** 7 Carnegie Plaza Ste. 200, Cherry Hill, NJ 08003
 - **Website:** www.myameriflex.com
 - For questions, duplicate cards and other service questions contact:
 - Medical or Dependent Care Customer Service: 1-888-868-3539
 - Please fax claims to the number printed on your form
 - **For Directions on checking your Flexible Spending Account balance and history online (cardholders only) and accessing manual claim forms, please visit www.myameriflex.com.**
- See page 11 of your Benefit Booklet for information on Managing your Flexible Spending Accounts!

CALL A DOCTOR PLUS - TELEMEDICINE

See pages 54-56 of your Benefit Booklet for information on how to set up your account and contact Call A Doctor Plus!

NATIONWIDE - PET INSURANCE

- **Customer Service:** 1-877-738-7874
- **Website:** www.petsnationwide.com

METLIFE - DENTAL INSURANCE

- **Customer Service:** 1-800-438-6388
- **Website:** www.metlife.com/mybenefits

NORTH CAROLINA STATE HEALTH PLAN

- **Customer Service:** 1-888-234-2416
- **Website:** <http://shpnc.org>

SUPERIOR - VISION INSURANCE

- **Customer Service:** 1-800-507-3800
- **Website:** www.superiorvision.com

HARMONY ONLINE ENROLLMENT

- See pages 4-5 for online enrollment instructions
- Technical Help Desk: 1-866-875-4772

COLONIAL LIFE

VISIT COLONIALLIFE.COM TO SET UP YOUR PERSONAL ACCOUNT

- **Website:** www.coloniallife.com
- **Customer Service & Wellness Screenings:** 1-800-325-4368
- **Claims Fax:** 1-800-880-9325
- **TDD for hearing impaired customers call:** 1-800-798-4040

If you wish to file a Wellness/Cancer Screening claim for a test performed within the past 18 months, you need the name and date of the test performed as well as your doctor's name and phone number. Colonial also needs to know if this is for you or another covered individual and their name and social security number. You may:

- FILE BY PHONE! Call 1-800-325-4368 and provide the information requested by Colonial's Automated Voice Response System, 24 hours per day, 7 days a week, or
- SUBMIT ON THE INTERNET using the Wellness Claim Form at www.coloniallife.com, or
- Write your name, address, social security number and/or policy/certificate number on your bill and indicate "Wellness Test." Fax this to Colonial at 1-800-880-9325 or MAIL to PO Box 100195, Columbia, SC 29202

If your Wellness/Cancer Screening test was more than 18 months ago, you must fax or mail Colonial a copy of the bill or statement from your doctor indicating the type of procedure performed, the charge incurred and the date of service. Please write your full name, social security number, and current address on the bill.

Please Note: If your cancer policy includes a second part to the screening benefit, bills for tests covered and a copy of the diagnostic report (reflecting the abnormal reading of your first test) must be mailed or faxed to us for benefits to be provided.

When you terminate employment, you have the opportunity to continue your Colonial coverage either through direct billing or automatic payment through your bank account. Please contact Colonial at 1-800-325-4368 to request the continuation of benefits form.

TO VIEW YOUR BENEFITS ONLINE

Visit www.piercergroupbenefits.com/rockinghamcountyschools

For additional information concerning plans offered to employees of Rockingham County Schools, please contact our North Carolina Service Center at 1-888-662-7500, ext. 100