

# CONTACT INFORMATION:

## AETNA - HEALTH INSURANCE

- **Customer Service:** 1-888-982-3862
- **Website:** [www.aetna.com](http://www.aetna.com)

## AETNA - VISION INSURANCE

- **Customer Service:** 1-877-973-3238
- **Website:** [www.aetnavision.com](http://www.aetnavision.com)

## FLEX FACTS - HEALTH SAVINGS ACCOUNTS

- **Customer Service:** 1-877-943-2287
- **Website:** [www.FlexFacts.com](http://www.FlexFacts.com)
- **Claims Mailing Address:** 1200 River Avenue, Suite 10E  
Lakewood, NJ 08701

**MANAGE YOUR ACCOUNT ONLINE OR  
DOWNLOAD THE FLEX FACTS MOBILE APP**

## THE HARTFORD - LONG-TERM DISABILITY

- **Customer Service:** 1-800-523-2233
- **Website:** [www.thehartford.com/employeebenefits](http://www.thehartford.com/employeebenefits)

## DELTA - DENTAL INSURANCE

- **Customer Service:** 1-800-237-6060
- **Website:** [www.deltadentalVA.com](http://www.deltadentalVA.com)

## TO VIEW YOUR BENEFITS ONLINE

Visit [www.PierceGroupBenefits.com/  
CityofMartinsville](http://www.PierceGroupBenefits.com/CityofMartinsville)

For additional information concerning plans offered to employees of the City of Martinsville, please contact our Pierce Group Benefits Service Center at 1-800-387-5955

## COLONIAL LIFE

**VISIT COLONIALLIFE.COM TO SET UP YOUR PERSONAL ACCOUNT**

- **Website:** [www.coloniallife.com](http://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](http://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.

