

## PG&E Benefit Plan Contacts

### PG&E Benefits Information and References

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| <p><b>Mercer BenefitsCentral</b>, your personalized benefits website, offers secure, individualized access to your benefits information, self-service tools, educational resources and benefits enrollment.</p>  | <p>Visit <a href="http://www.mypgebenefits.com">www.mypgebenefits.com</a> and click on Manage Your Benefits to log into the website.</p>  |
| <p><b>PG&amp;E Benefits Service Center</b> connects you to specially trained service representatives to answer your questions about billing, health care advocacy, the Health Account Plan (HAP) and more.</p> <p>Representatives are available at Monday–Friday, 7:30 a.m.–5 p.m. PT.</p> | <p><b>1-866-271-8144</b></p>  |
| <p><b>mypgebenefits.com</b>, where you'll find all of the benefits information that supports your physical, emotional and financial health, organized in one convenient place.</p>   | <p><a href="http://www.mypgebenefits.com">www.mypgebenefits.com</a></p>   |
| <p><b>Provant Health Solutions</b><br/>Representatives are available Monday–Friday, 5 a.m.–5 p.m. PT</p>   | <p><b>1-866-271-8144</b>, option 2</p> <p>Search Provant on <a href="http://www.mypgebenefits.com">www.mypgebenefits.com</a>.<br/>Email: <a href="mailto:PGEsupport@provanthealth.com">PGEsupport@provanthealth.com</a></p> |
| <p><b>HR Solutions Center</b><br/>For questions about your job classification or title.<br/>Representatives are available Monday-Friday, 8 a.m.–4 p.m. PT</p>  | <p><b>1-800-788-2363</b></p> <p><a href="http://askhr">http://askhr</a></p>   |
| <p><b>PG&amp;E@Work For Me on the Internet</b></p>   | <p><a href="https://myportal.pge.com">https://myportal.pge.com</a><br/>(PG&amp;E Intranet)</p>  |
| <p><b>PG&amp;E Technology Service Center (TSC)</b><br/><i>For technology-related questions</i><br/>Representatives are available 24 hours a day, 7 days a week</p>   | <p><b>Utility employees: 415-973-9000</b></p> <p><b>PG&amp;E Corporation employees: 415-267-7025</b></p>  |
| <p><b>HR Intranet Site</b></p>   | <p>PG&amp;E@Work &gt; Human Resources<br/><a href="http://pgeweb/hr/pages/default.aspx">http://pgeweb/hr/pages/default.aspx</a><br/>(PG&amp;E Intranet)</p>   |
| <p><b>PG&amp;E's Summary of Benefits Handbook</b></p>  | <p>Visit the Resources page on <a href="http://www.mypgebenefits.com">www.mypgebenefits.com</a>.</p> <p>Contact the PG&amp;E Benefits Service Center at <b>1-866-271-8144</b> to request a copy free of charge.</p>         |
| <p><b>IRS Publications</b></p>   | <p><b>1-800-829-3676</b><br/><a href="http://www.irs.gov">www.irs.gov</a></p>   |

## Medical Plan Administrators

**Anthem Blue Cross HAP  
Network Access Plan (NAP) LTD Only  
Comprehensive Access Plan (CAP) LTD Only**  
Representatives are available Monday–Friday, 7 a.m.–8 p.m. PT

**Group Number**  
PZG170157

**1-800-964-0530**  
[www.anthem.com/ca/pge](http://www.anthem.com/ca/pge)

**Kaiser Permanente HAP**  
Representatives are available Monday-Friday, 7 a.m.–7 p.m. PT  
Saturday and Sunday, 7 a.m.–3 p.m. PT

**Group Numbers**  
**North:** 603702  
**South:** 231142

**LTD Employees Only**  
**Kaiser Permanente EPO (North and South)**  
**Group Numbers**  
**North:** 603702  
**South:** 231142

**Kaiser Permanente Senior Advantage (North and South)**  
**Group Numbers**  
**North Medicare Utility:** 738-0001  
**North Medicare Corporation:** 738-0003  
**South Medicare Utility:** 107932-0002  
**South Medicare Corporation:** 107932-0005

**Hearing Aid Reimbursement for Kaiser Senior Advantage (North and South)**  
Contact the PG&E Benefits Service Center  
Representatives are available at Monday–Friday, 7:30 a.m.–5 p.m. PT.

**1-800-663-1771 (North)**  
**1-800-533-1833 (South)**  
[www.my.kp.org/ca/pge](http://www.my.kp.org/ca/pge)

**1-800-663-1771 (North)**  
**1-800-533-1833 (South)**  
[www.my.kp.org/ca/pge](http://www.my.kp.org/ca/pge)

**1-800-443-0815**  
[www.my.kp.org/ca/pge](http://www.my.kp.org/ca/pge)

**1-866-271-8144**

## Prescription Drug – Anthem Members Only

**Express Scripts**  
*For Anthem members only*  
Representatives are available 24 hours a day, 7 days a week year-round, except Thanksgiving and Christmas Day.

**1-800-718-6590**  
[www.express-scripts.com](http://www.express-scripts.com)

## Mental Health and Substance Abuse

**Beacon Health Options**  
*For Anthem and Kaiser members*  
Representatives are available 24 hours a day, 7 days a week.

**1-800-562-3588**  
[www.valueoptions.com](http://www.valueoptions.com)

## Health Account and Health Care/Dependent Care Flexible Spending Account (FSA)

### WageWorks

*For Anthem members or if you waived coverage*

Representatives are available at Monday–Friday, 5 a.m.–5 p.m. PT.

**1-866-271-8144, option 6** and then **option 1**

Log in to your WageWorks account through Mercer BenefitsCentral or [www.wageworks.com](http://www.wageworks.com).

Download the **EZ Receipts** free mobile app

### Kaiser Permanente Health Payment Services

*For Kaiser members*

Representatives are available Monday–Friday, 5 a.m.–7 p.m. PT

**1-877-750-3399**

[www.my.kp.org/ca/pg](http://www.my.kp.org/ca/pg)

Download the **KP HRA/HAS/FSA Balance Tracker** free mobile app

## Dental

### Delta Dental

Representatives are available Monday–Friday, 5 a.m.–5 p.m. PT

#### Group Numbers

##### Union-Represented Employees

**IBEW and SEIU:** 1515-0101 | **ESC:** 1515-0106

##### Management and A&T Employees

**Utility:** 1515-0132 | **Corporation:** 1515-0232

**1-888-217-5323**

[www.deltadentalins.com/pg&e](http://www.deltadentalins.com/pg&e)

#### Employees on LTD

**LTD IBEW and SEIU:** 1515-0111 | **LTD ESC:** 1515-0116

**LTD Management and A&T (Utility):** 1515-0133

**LTD Management and A&T (Corporation):** 1515-0233

## Vision

### Vision Service Plan (VSP)

Representatives are available Monday–Friday, 5 a.m.–8 p.m. PT

Saturday, 6 a.m.–5 p.m. PT

#### Group Numbers

##### Union-Represented Employees

401601-Div 6, Class 3

##### Management and A&T Employees

401604- Div 44, Class 8

**1-800-877-7195**

[www.vsp.com](http://www.vsp.com)

#### Employees on LTD

**LTD Union-Represented employees:** 401601—Div 46, Class 3

**LTD Management and A&T employees:** 401601—Div 52, Class 10

## Retirement Savings Plan – 401(k)

### Fidelity

Representatives are available Monday–Friday, 5:30 a.m.–9 p.m. PT

**1-877-743-4015**

[www.401k.com](http://www.401k.com)

### Fidelity (Financial Engines)

Representatives are available Monday–Friday, 6 a.m.–6 p.m. PT

**1-877-743-4015**

(ask for Financial Engines)

[www.401k.com](http://www.401k.com)

(click the Financial Engines link)

## Retirement Plan -- Pension

### PG&E Pension Call Center

Representatives are available Monday–Friday, 7:30 a.m.–3:30 p.m. PT

For pension information, call **1-800-700-0057** or visit [www.pgepensioncenter.com](http://www.pgepensioncenter.com).

### PG&E Benefits Service Center

Representatives are available at Monday–Friday, 7:30 a.m.–5 p.m. PT.

For retiree medical information, call **1-866-271-8144** or visit [www.mypgbenefits.com](http://www.mypgbenefits.com).

## COBRA

### PG&E Benefits Service Center

Administered by Conexus, a WageWorks partner  
Representatives are available Monday–Friday 5 a.m.–5 p.m. PT

**1-866-271-8144, option 5**

<https://www.conexus.org>

## Employee Assistance Program

### Beacon Health Options

Representatives are available 24 hours a day, 7 days a week

**1-888-445-4436**

Search Employee Assistance Program on [www.mypgbenefits.com](http://www.mypgbenefits.com).

## Commuter Transit Program

### WageWorks

Representatives are available Monday–Friday 5 a.m.–5 p.m. PT

**1-866-271-8144**

Log in to your WageWorks account through Mercer BenefitsCentral or [www.wageworks.com](http://www.wageworks.com).

## Group Life and Accidental Death & Dismemberment (AD&D) Insurance

### PG&E Benefits Service Center

Representatives are available Monday–Friday, 7:30 a.m.–5 p.m. PT

**1-866-271-8144**

Search Life Insurance on [www.mypgbenefits.com](http://www.mypgbenefits.com).

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| <b>Hyatt Legal Plans Will Preparation and Estate Resolution Services</b><br>Representatives are available Monday–Friday, 5 a.m.–4 p.m. PT | <b>1-800-821-6400</b><br><a href="http://www.legalplans.com">www.legalplans.com</a>   |
| <b>AXA Travel Assistance and Identity Theft Program</b><br>Representatives are available 24 hours a day, 7 days a week                    | <b>1-800-454-3679</b> (inside US)<br><b>312-935-3783</b> (outside US)<br><a href="http://www.webcorp.axa-assistance.com">www.webcorp.axa-assistance.com</a><br>Username: axa<br>Password: travelasist |
| <b>Leave of Absence/Time off</b>  |   |
| <b>Sedgwick Claims Management Services, Inc. (Sedgwick)</b><br>Representatives are available Monday–Friday, 5 a.m.–5 p.m. PT              | <b>1-855-732-8217</b><br>Search Leave of Absence on <a href="http://www.mypgebenefits.com">www.mypgebenefits.com</a> .  |
| <b>Long-Term Disability</b>   |   |
| <b>Sedgwick Claims Management Services, Inc. (Sedgwick)</b><br>Representatives are available Monday–Friday, 5 a.m.–5 p.m. PT              | <b>1-855-732-8217</b><br>Search Disability on <a href="http://www.mypgebenefits.com">www.mypgebenefits.com</a> .  |
| <b>Corporation Disability Plan</b>  |   |
| <b>The Standard</b><br>Representatives are available Monday–Friday, 8 a.m.–5 p.m. PT  | <b>1-800-368-2859</b><br>Search Disability on <a href="http://www.mypgebenefits.com">www.mypgebenefits.com</a> .  |
| <b>Adoption Assistance</b>  |   |
| <b>PG&amp;E Benefits Service Center</b><br>Representatives are available Monday–Friday, 7:30 a.m.–5 p.m. PT                               | <b>1-866-271-8144</b><br>Search Adoption on <a href="http://www.mypgebenefits.com">www.mypgebenefits.com</a> .  |
| <b>Service Award Program</b>  |   |
| <b>BI Worldwide</b><br>Representatives are available Monday–Friday from 5 a.m.–5 p.m. PT  | <b>1-800-385-3139</b><br>Email: <a href="mailto:HRServiceAward@pge.com">HRServiceAward@pge.com</a>  |