

Contact Information

Medical Plan: Medical Mutual		Group Number: #53141300
Customer Service:		1-800-232-7400
Website:		www.medmutual.com
Prescription Drug Plan: Express Scripts		
Customer Service:		1-800-417-1961
Website:		www.express-scripts.com
Wellness: Southwest General Wellness		
Customer Service:		1-888-252-8150
Email:		help@swgeneral.com
Website:		www.swgeneral.com
Dental Plan: MetLife		Group Number: #5956095
Customer Service:		1-800-275-4638
Website: Find a dentist		www.metlife.com/dental
Vision Plan: MetLife		Group Number: #5956095
Customer Service:		1-855-638-3931
Website: Find a vision provider		www.metlife.com/mybenefits
Flexible Spending & Dependent Care Account		American Benefits Group (ABG)
Customer Service:		1-800-499-3539 Option 2
Claim questions and submission		claim@amben.com
Flex questions and logins		support@amben.com
Website:		www.amben.com
TeleMedicine		First Stop Health (FSH)
Customer Service:		1-888-691-7867
Website:		www.fshealth.com
Voluntary Life Insurance: MetLife		5956095
Customer Service:		1-800-METLIFE
Website:		www.metlife.com

Who should you contact when you have questions about your benefits or claims? First, call the phone number on the back of your ID cards. Below is a list of the carrier customer service phone numbers and employee websites.

If you still have questions after you contacted the carrier, call Carol Mansell at (216) 898-8300, ext. 6273 or email her at cmansell@bera.k12.oh.us. Carol may refer escalated issues to:

Senior Account Executive, Nancy Petel at (216) 264-2726, nancy.petel@nfp.com or Lisa Holocker at (216) 264-2719, lisa.holocker@nfp.com

This is a summary of benefit information and does not guarantee benefits, it is not intended as a detailed overview of benefits, limitations and/or exclusions may apply. Please refer to your Plan Booklet for a complete explanation of your benefits. In the event a discrepancy exists, the policy provisions will prevail.

