



# INTRODUCTION & EMPLOYEE RESOURCES

## FLEXIBLE SOLUTIONS FOR *your* BENEFITS NEEDS

We consider our employee benefits program to be one of our most important investments. Because we recognize the value our employees bring to our organization, we are committed to providing you with a complete benefits program as part of your total compensation.

This guide has been prepared to assist you in making informed decisions regarding your health insurance benefits and provide a brief overview of our overall employee benefits program.

## Your Employee Support Center (ESC)

Supporting You With...

Benefits Inquiry  
Claims Assistance  
Eligibility  
Materials/Forms Request  
Plan Education  
Provider Network Inquiries  
Referral/Pre-authorization

**Monday—Friday | 8am-4pm**

**855.670.2222**

**[LosAngeles.ESC@ajg.com](mailto:LosAngeles.ESC@ajg.com)**

Due to privacy regulations, our representatives will be required to obtain personal identifying information such as your full name, contact information, address, date of birth and in some cases SSN or Member ID#. **Please have this information ready.**

Some inquiries may require for you to provide HIPAA release in order for our advocates to work efficiently in resolving your issue with your provider or carrier.

## GALLAGHER EMPLOYEE SUPPORT CENTER – YOUR ADVOCACY TEAM

Gallagher Employee Support Center (ESC) provides a dedicated team of specialized representatives ready to assist Heluna Health employees and dependents. Your ESC is available to you via a toll-free hotline Monday through Friday, 8a.m. to 4p.m. (PST) or via email inquiry.

The ESC team can support you as you utilize your employee health insurance benefits. The licensed representatives will work with both providers and the insurance companies on your behalf while protecting the privacy of your healthcare information.

## SYNERGY ENROLLMENT – YOUR DECISION SUPPORT TEAM

Synergy's Enrollment Benefit Counselors are available Monday through Friday, 8am to 5pm (PST) to review your benefit options in greater detail, answer any benefits related questions, offer decision and enrollment support.



Scan the QR code to schedule your appointment and access Synergy's contact information



**You can view detailed carriers' schedule of benefits for a more comprehensive outline, which can be located online through UKG:**

- Login to UKG at <https://n21.ultipro.com>
- Click on "Myself"
- Click on "Benefits" then "Links"



**Heluna Health®**

EMPOWERING POPULATION  
HEALTH INITIATIVES SINCE 1969

## Benefit Plan Contact Information

COVERAGE TYPE	CONTACT INFORMATION
<u>Medical</u> Kaiser Group #35113(N-CA)/122090(S-CA) UnitedHealthCare Group #367423 (Harmony) #367510 (Alliance)/#367420 (Full HMO) #928077 (PPO)	Kaiser: (800) 464-4000 <a href="http://www.kp.org">www.kp.org</a> UnitedHealthcare: (866) 414-1959 <a href="http://www.uhc.com">www.uhc.com</a>
<u>Dental</u> Delta DHMO Group #79465 Delta DPPO Group#21343	Delta Dental DHMO: (800) 422-4234 DPPO: (888) 335-8227 <a href="http://www.deltadentalins.com">www.deltadentalins.com</a>
<u>Vision</u> EyeMed Group #1050370	EyeMed (866) 939-3633 <a href="http://www.eyemed.com">www.eyemed.com</a>
Flexible Spending Account (FSA)	The Advantage Group (877) 506-1660 <a href="http://www.enrollwithtag.com">www.enrollwithtag.com</a>
NYL Life and AD&D (Basic/Supplemental), Group #FLX970389/OK971752 NYL Short Term Disability (Employer Paid/Voluntary), Group #VDT963548 NYL Long Term Disability (Core/Buy-Up), Group #FLK961166	New York Life (800) 225-5695 <a href="http://www.newyorklife.com">www.newyorklife.com</a>
Mutual of Omaha Voluntary Accident/Injury Group #G000BWLK Mutual of Omaha Voluntary Critical Illness Group #G000BWLK	Mutual of Omaha (800) 775-6000 <a href="http://www.mutualofomaha.com">www.mutualofomaha.com</a>
Employee Assistance Plan (EAP)	Telus Health (LifeWorks) (800) 433-7916 Username: <b>helunahealth</b> Password: <b>lifeworks</b> <a href="http://www.login.lifeworks.com">www.login.lifeworks.com</a>
ID Theft and Cyber Security Group #E0013208	NortonLifeLock (800) 607-9174 <a href="http://www.nortonlifelock.com">www.nortonlifelock.com</a>
403(b) Retirement Benefits	Empower Retirement (855) 756-4738 <a href="http://www.retiresmart.com">www.retiresmart.com</a>
Benefits Department	Heluna Health Phone: (562) 205-2433 Fax: (562) 222-7373 <a href="mailto:benefits@helunahealth.org">benefits@helunahealth.org</a> Benefits site: <a href="https://helunahealth.org/benefits/">https://helunahealth.org/benefits/</a>
<i>Employee Advocacy Team</i>	<i>Gallagher Employee Support Center</i> Toll free: 855.670.2222 / Local: 818.539.8804 Monday - Friday   8am - 4pm <a href="mailto:LosAngeles.ESC@ajg.com">LosAngeles.ESC@ajg.com</a>
<i>Employee Enrollment &amp; Decision Support</i>	<i>Synergy Enrollment &amp; Benefits</i> (858) 282-0660 Monday - Friday   8am - 5pm <a href="mailto:enrollment@synergyenrollment.com">enrollment@synergyenrollment.com</a>

**Heluna Health Benefits Department**

[Benefits@HelunaHealth.org](mailto:Benefits@HelunaHealth.org)

**Tel: 562.205.2433**

**Fax: 562.222.7373**