

TELEPHONE NUMBERS AND WEBSITES

If you have questions, contact the following organizations by phone or obtain information through their websites. If you are unable to resolve your situation, contact Jane Barwick of the Human Resources Department at 414-302-8272, Monday-Friday, 7:30 A.M. to 4:00 P.M. or by email, jbarwick@westalliswi.gov.

Human Resources Department	414-302-8270	www.westalliswi.gov
Anthem Medical Plans <ul style="list-style-type: none"> • Claims/benefits/eligibility • Precertification • New card requests • Provider participation • Pharmacy/prescription drugs M – F, 8 AM – 7 PM EASTERN	844-286-6371	www.anthem.com
Anthem’s <i>Express Scripts (ESI)</i> Pharmacy (including Mail Order) M – F, 8 AM – 7 PM EASTERN	844-286-6371	www.anthem.com
Anthem’s <i>Accredo Specialty Pharmacy</i> (specialty medications only) M – F, 8 AM – 11 PM EASTERN SAT, 8 AM – 5 PM EASTERN	800-870-6419 Fax (<i>Doctor’s Only</i>): 800-824-2642	www.anthem.com
Anthem Standard Dental Plan <ul style="list-style-type: none"> • Claims/benefits • New card requests M - F, 7 AM - 7 PM CENTRAL	877-567-1805	www.anthem.com
Care Plus Dental Plan	414-771-1711; or Susanna Solberg 414-808-3085 Fax 414-808-3099	www.careplusdentalplans.com or ssolberg@careplusdentalplans.com
Employee Assistance Program (EAP)	800-236-3231	www.Aurora.org/eap
ETF (WRS Pension/Life Insurance)	877-533-5020	www.etf.wi.gov
Employee Benefits Corporation (EBC) - Section 125: Flexible Spending	Fax Claims: 608-831-4790 Phone Support: 800-346-2126	www.ebcflex.com
Tri-City Bank Health Savings Account (HSA)	888-574-2489	www.tcnb.com
ICMA (Tyge Olson)	866-328-4677 Fax 262-377-7299	tolson@icmarc.org
MetLife (Keith Olson or Pete Voss)	414-541-4490 Fax 414-541-4656	Kolson1@metlife.com or Pvoss@metlife.com
WI Deferred Compensation (WDC) (Joe Herron)	877-457-9327 Fax 608-241-6045	Joseph.herron@greatwest.com Website: www.wdc457.org