

# CONTACT INFORMATION

PROVIDER NAME	HOW TO CONTACT	REASONS TO CONTACT
<b>401(k):</b> Empower Retirement	800-345-2345 empowermyretirement.com	Account balance inquiries Beneficiary designation Contribution or investment changes
<b>ACCIDENT, CRITICAL ILLNESS OR HOSPITAL INDEMNITY PLAN:</b> Reliance Matrix	877-202-0055   matrixabsence.com	Coverage details, Open claim questions
<b>BENEFITS TEAM:</b> Grande	920-952-7555   benefits@grande.com	Benefit questions, Enrollment assistance
<b>BUSINESS TECHNOLOGY SERVICE DESK:</b> Grande	920-952-7400	Password reset
<b>CLINICS</b>	920-907-3922   MyChart mychart.ssmhc.com/MyChart/ Authentication/Login	To schedule an appointment or ask providers a question
<b>DENTAL:</b> Delta Dental	Delta Dental 800-236-3712   deltadentalwi.com	Provider search Dental claim questions
<b>DISABILITY AND LEAVE:</b> Reliance Matrix	877-202-0055   matrixabsence.com	Initiate FMLA or short-term disability claim Questions on an open claim
<b>EMOTIONAL WELLBEING SUPPORT:</b> Lyra	Contact info coming soon!	Emotional or mental wellbeing support
<b>EMPLOYEE ASSISTANCE PROGRAM:</b> SupportLinc	888-881-5462   supportlinc.com Group code: grandecheese	Short-term counseling Emotional or financial support
<b>FLEXIBLE SPENDING ACCOUNT (FSA) OR HEALTH REIMBURSEMENT ACCOUNT (HRA):</b> WEX Health, Inc.	866-451-3399 benefitslogin.wexhealth.com	Account balance inquiries FSA/HRA claims Eligible expenses and substantiation
<b>HEALTH ADVISORY SERVICES:</b> Health Navigator	888-352-4969 sunlife.com/healthnav	To request consultation with a Care Advisor
<b>HEALTH SAVINGS ACCOUNT (HSA):</b> Optum Bank	866-234-8913   optumbank.com	HSA balance or claim submission Beneficiary designation Review investment options
<b>IDENTITY PROTECTION:</b> Allstate	800-789-2720   myaip.com	Coverage details
<b>INSURANCE OFFERINGS OR DISCOUNT PROGRAM:</b> Gallagher Marketplace	https://c2mb.ajg.com/gmha/benefits/ Employer code: Grande Cheese Company	Explore alternative insurance options Discount program
<b>LEGAL INSURANCE:</b> ARAG	800-621-3313   araglegal.com Access code: 18968gcc	Coverage details
<b>MEDICAL:</b> UMR	800-826-9781   umr.com	Provider search, Covered services Medical claim questions
<b>PRESCRIPTION:</b> CVS Caremark	866-818-6911   caremark.com	Prescription questions Prescription coverage
<b>SUPPLEMENTAL LIFE AND AD&amp;D INSURANCE:</b> Reliance Matrix	877-202-0055 matrixabsence.com	Life insurance policy questions
<b>VIRTUAL HEALTHCARE:</b> Teladoc	800-835-2362   teladoc.com	To schedule a non-emergent, virtual visit
<b>VISION:</b> National Vision Administrators, LLC	800-672-7723   e-nva.com	Provider search Vision claim questions
<b>WELLBEING PLATFORM:</b> Navigate	Contact info coming soon!	Customer support for technical questions