

## IMPORTANT CONTACTS

Here is a list of resources for the Medical Plan.

Aside from this summary, your other primary sources of Medical Plan information are the member services representatives at **Aetna** and the **Avaya Health and Benefits Decision Center**. Additional resources include the Avaya Healthy Decisions Web site at [www.AvayaHealthyDecisions.com](http://www.AvayaHealthyDecisions.com).

### **Avaya Health and Benefits Decision Center**

The **Avaya Health and Benefits Decision Center** is the enrollment administrator. You can reach the **Avaya Health and Benefits Decision Center** by phone on business days Monday through Friday from 8 a.m. to 8 p.m., Eastern time, at 1-800-526-8056 (option 1). You can call 1-800-952-0450 to reach a telecommunications device for the deaf.

### **Online With Avaya Healthy Decisions**

You can access the Avaya Healthy Decisions Web site at [www.AvayaHealthyDecisions.com](http://www.AvayaHealthyDecisions.com).

Through the Web site, you can:

- Obtain claim forms,
- Browse through health and insurance information, or
- Make your benefit elections (during designated enrollment periods).

### **Aetna**

A source for Medical Plan information is **Aetna**, the **Claims Administrator** of the Medical Plan.

### **By Phone**

**Aetna** Member Service representatives are available to assist you with issues related to the **POS** option or **Traditional Indemnity option**. Call **Aetna** Member Service (see "Other Resources" below) to:

- To request a new Provider Directory or the latest information about **network providers**

- To change your **PCP**,
- To replace a lost ID card,
- To find out if a claim was paid,
- If you have a service issue with a **network provider**,
- To find out how your **covered dependent** child away at college should obtain care,
- To get claim forms (if needed), or
- To obtain further details on benefit coverage.

### **Online**

You can access the self-service **Aetna** Navigator Web site at [www.AetnaNavigator.com](http://www.AetnaNavigator.com).

Through the Web site, you can:

- Find participating **providers** and/or change your **PCP**,
- Get eligibility information or replacement member ID card,
- Check the status of a claim,
- Research information about drugs, their uses, side effects and generic alternatives, if available.
- Estimate the cost of generic versus brand name drugs and for prescriptions filled at participating pharmacies or through **Aetna** Rx Home Delivery, or
- Contact **Aetna** Member Services.

## Other Resources

The following resources have specific responsibilities, as explained below:

Contact / Service Provider	Telephone Number
<p><b>Aetna POS Option and Traditional Indemnity Option (including the Prescription Drug Program and Mental Health and Chemical Dependency Program)</b></p>	<p>Member Services: 1-877-508-6927 Monday-Friday 8:00 a.m. to 6:00 p.m., Eastern time TDD: 1-800-346-3344 Web site: <a href="http://www.AetnaNavigator.com">www.AetnaNavigator.com</a></p> <p><b>Aetna Rx Home Delivery</b> 1-800-227-5720 Monday-Friday 7:00 a.m. to 11:00 p.m., Saturday 8:00 a.m. to 9:30 p.m., Sunday 8:00 a.m. to 6:00 p.m., Eastern time TDD: 1-800-201-9457</p> <p>Web site: <a href="http://www.aetna.com/aetnarxhomedelivery">www.aetna.com/aetnarxhomedelivery</a></p>
<p><b>Employee Assistance Program (Magellan)</b></p>	<p>In the U.S.: 1-877-804-9753 Outside the U.S., call collect: 1-314-344-3009 24 hours a day/seven days a week TDD: 1-800-456-4006 <a href="http://www.MagellanAssist.com">www.MagellanAssist.com</a></p>
<p><b>HMO Option</b></p>	<p>Call the specific <b>HMO</b> or the <b>Avaya Health and Benefits Decision Center</b> (1-800-526-8056 option 1, TDD: 1-800-952-0450)</p>
<p><b>Domestic Relations Matters Group:</b> Contact for matters relating to a <b>Qualified Medical Child Support Order (QMCSO)</b></p>	<p>Domestic Relations Matters Group Aon Corporation 270 Davidson Avenue 8<sup>th</sup> Floor Somerset, NJ 08873</p>
<p><b>Plan Administrator:</b> Contact for all legal actions, except for legal actions regarding a claim for benefits. Legal actions regarding a claim for benefits should be directed to the <b>Claims Administrator</b> at the above address.</p>	<p>Avaya Inc. Medical Plan Administrator 211 Mount Airy Road Basking Ridge, NJ 07920</p> <p>E-mail: <a href="mailto:hwplanadmin@avaya.com">hwplanadmin@avaya.com</a></p>