

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.

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.

Domestic Employees	International Employees	Hearing Impaired Employees
Call 1-800-526-8056 (option 1).	Outside the U.S., dial your country's AT&T Access Number; then enter 800-526-8056. To obtain the AT&T Access Number, log on to www.att.com/traveler or call 1-800-331-1140.	Call 1-800-952-0450 to reach a telecommunications device for the deaf.

Online with Avaya Healthy Decisions

You can access the Avaya Healthy Decision Web site at 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 Standard or Enhanced **POS** option or Enhanced **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.

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
Aetna Standard or Enhanced POS Option, Enhanced Indemnity Option (including the Prescription Drug Program and Mental Health and Chemical Dependency Program)	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: www.AetnaNavigator.com Aetna Rx Home Delivery 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 Web site: www.aetna.com/aetnarxhomedelivery
Aetna Global Benefits International Indemnity Option	In the U.S.: 1-800-231-7729 Outside U.S./Canada (call collect): 1-813-775-0190 24 hours a day/seven days a week Web site: www.aetnaglobalbenefits.com
Employee Assistance Program (Magellan)	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 Web site: www.MagellanAssist.com
HMO Option	Call the specific HMO or the Avaya Health and Benefits Decision Center (1-800-526-8056 option 1; TDD: 1-800-952-0450)

Contact / Service Provider	Telephone Number
Domestic Relations Matters Group: Contact for matters relating to a Qualified Medical Child Support Order (QMCSO)	Domestic Relations Matters Group Aon Corporation 270 Davidson Avenue 8th Floor Somerset, NJ 08873
Plan Administrator: 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 Claims Administrator at the above address.	Avaya Inc. Medical Plan Administrator 211 Mount Airy Road Basking Ridge, NJ 07920 E-mail: hwplanadmin@avaya.com