

Contact Information

Employee Benefits Division City of Austin Human Resources Department

Phone number: **512-974-3284**

Fax number: 512-974-3420

www.cityofaustin.org/benefits/enrollment

Benefits Forms: <http://cityspace>

HealthyConnections: <http://cityspace>

Employee Discounts: <http://cityspace>

Contact the plans directly during normal business hours for ID cards, claims, benefits, and coverage information.

Health Plans

UnitedHealthcare HMO and PPO

Medical phone number: 800-430-7316

Vision phone number: 800-203-4317

Medical Providers: www.myuhc.com

Prescription: www.myuhc.com or www.365wellst.com

Vision Providers: www.uhcvision.com

Mental Health Providers: www.uhprovider.com

FLEXTRA Accounts

FLEXTRA Health Care Account

FLEXTRA Dependent Care Account

Administered by: CompuSys/Erisa Group (Erisa)

Phone number: 512-250-9397

Toll-free number: 800-933-7472

Benefits Card: www.benefitspaymentsystem.com

Dental Plan

Dental Assistance Plan

Administered by: CompuSys/Erisa Group (Erisa)

Phone number: 512-250-9397

Toll-free number: 800-933-7472

Employee Assistance Program

Alliance Work Partners

Phone number: 512-328-1144

Toll-free number: 800-343-3822 (24 hours)

Relay Texas: 800-448-1823

Toll-free Teen Helpline: 800-334-8336

www.alliancewp.com

Member first time login:

E-Mail Address: coamember@alliancewp.com

Password: AWP4me

Vision Plan

Davis Vision

Toll-free number: 888-445-2290

Vision Providers: www.davisvision.com

COBRA

Administered by: CompuSys/Erisa Group (Erisa)

Phone number: 512-250-9397

Legal Plan

Texas Legal Protection Plan

Phone number: 512-327-1372

www.tlpp.org

When you need help with your benefits, turn to us

Employee Benefits Division, HRD

505 Barton Springs, Suite 600

Office hours: 7:30 a.m. to 5:00 p.m.

Phone number: **512-974-3284**

Outlook Email: [HRD, Benefits](mailto:HRD.Benefits) or

HRD.Benefits@ci.austin.tx.us

Call for: Benefits questions and enrollment, changing coverage, adding/dropping dependents, life insurance claims, applying for Short Term and Long Term Disability, claims issues, and vendor disputes.

To save waiting time, schedule an appointment with a Benefits Specialist for assistance.