

Contact Information



City of Austin Human Resources Department Employee Benefits Division

Benefits staff are available to answer any questions you have about your benefits.

Phone Number: 512-974-3284
Outlook Email: HRD, Benefits
Email: HRD.Benefits@austintexas.gov
Fax Number: 512-974-3420

Employees should make an appointment before visiting our office.

Office Hours: 7:30 a.m. to 5:00 p.m.
Office Location: 505 Barton Springs, Suite 600

Online Resources

To access benefits information, go to:
<http://cityspace>, the City's intranet website, or on the internet at: www.austintexas.gov/benefits/enrollment

You can also view eligibility requirements, plan choices, print the City's employee and retiree benefits guides, and find information about the City's wellness, childcare, commuter, and other benefits.

UnitedHealthcare HMO and PPO Plans

Medical Phone Number: 800-430-7316
Medical Providers: www.myuhc.com
Prescription Information: www.myuhc.com
NurseLine: 877-440-6011
Vision Phone Number: 800-203-4317
Vision Providers: www.uhcvision.com
Mental Health Providers: www.ubhprovider.com

To find a medical provider, go to: www.myuhc.com.
Click on **Find Physician, Laboratory, or Facility**.
Select **UnitedHealthcare Choice** for the HMO or **UnitedHealthcare Choice Plus** for the PPO.

Register at: www.myuhc.com to view prescription formulary, print a temporary ID card, or an Explanation of Benefits.

1. Click the **Register Now** button.
2. Enter ID card information *or* your Social Security Number and birth date as requested.
3. Enter the UnitedHealthcare group number – **704244**
4. Enter email address or sign up for a free email account.
5. Create a **username** and **password**.

Retirement Systems

City of Austin Employees' Retirement System (COAERS)

Phone Number: 512-458-2551
Fax Number: 512-458-5650
Website: www.coaers.org

Austin Fire Fighters Relief and Retirement Fund

Phone Number: 512-454-9567
Fax Number: 512-453-7197
Website: www.afrs.org

City of Austin Police Retirement System

Phone Number: 512-416-7672
Fax Number: 512-416-7138
Website: www.ausprs.org

CompuSys/Erisa Group Inc. (Erisa)

Dental Assistance Plan FLEXTRA Health Care Account & Benefits Card FLEXTRA Dependent Care Account COBRA Administration

These programs are managed by the City's third party administrator, Erisa. If you have questions contact Erisa at:

Phone Number: 512-250-9397
Toll-Free Number: 800-933-7472
Fax Number: 512-250-2937

FLEXTRA Health Care Benefits Card

FLEXTRA Health Care Account participants can view account activity and balances online by registering at:
www.benefitspaymentsystem.com

To register follow these steps:

1. From the main page, click the **Participant Login** link.
2. Click the **Create Account** link.
3. Enter policy holder's information and benefits card number.
4. Create a **User ID** and **Password**.
5. Click the **Submit** button.

Alliance Work Partners

Employee Assistance Program

Phone Number: 512-328-1144
Toll-Free Number: 800-343-3822 (24/7)
Relay Texas Number: 800-448-1823
Toll-Free Teen Helpline: 800-334-8336
Website: www.alliancewp.com

To register, follow these steps:

1. Click on **Member**.
2. Member login: coamember@alliancewp.com
3. Password: **AWP4me**
4. Follow the directions to create a member account.

Davis Vision Plan

Toll-Free Number: 888-445-2290

Vision benefits offered through the Davis Vision plan are in addition to the vision benefits offered under your medical plan. Members can verify eligibility and benefits, locate a provider, place an order, check claim status, and download forms online at:
www.davisvision.com

To find a provider, go to: www.davisvision.com, click on **Members** and follow these steps. Select **Open Enrollment** and enter Client Code, **2481** Then select **Find a Provider**.

To register, follow these steps:

1. From the main page, click on **Members** link.
2. Click the **Register** button.
3. Enter the policy holder's information.
4. Create a **username**, **password**, and **security question**.
5. Click the **Register** button.

ARAG Group Legal Plan

Group Legal Plan

Toll-Free Number 800-247-4184
Internet email: Service@ARAGgroup.com
Website: www.araglegalcenter.com

To register, follow these steps:

1. Click on **Member Login**.
2. Click on **Create a user name and password**.
3. Follow instructions.

ING Deferred Compensation

Toll-Free Number: 877-662-8784 option 2
Website: www.dcaustin.com