

# 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](http://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](http://www.myuhc.com)  
Prescription Information: [www.myuhc.com](http://www.myuhc.com)  
NurseLine: 877-440-6011  
Vision Phone Number: 800-203-4317  
Vision Providers: [www.uhcvision.com](http://www.uhcvision.com)  
Mental Health Providers: [www.ubhprovider.com](http://www.ubhprovider.com)

To find a medical provider, go to: [www.myuhc.com](http://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](http://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](http://www.coaers.org)

## Austin Fire Fighters Relief and Retirement Fund

Phone Number: 512-454-9567  
Fax Number: 512-453-7197  
Website: [www.afrs.org](http://www.afrs.org)

## City of Austin Police Retirement System

Phone Number: 512-416-7672  
Fax Number: 512-416-7138  
Website: [www.ausprs.org](http://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](http://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](http://www.alliancewp.com)

To register, follow these steps:

1. Click on **Member**.
2. Member login: [coamember@alliancewp.com](mailto: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](http://www.davisvision.com)

To find a provider, go to: [www.davisvision.com](http://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](mailto:Service@ARAGgroup.com)  
Website: [www.araglegalcenter.com](http://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](http://www.dcaustin.com)