

# Contact Information

## City of Austin Human Resources Department Employee Benefits Division

Benefits staff are available to answer 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 Road, Suite 600

### Online Resources

To access benefits information, go to: <http://cityspace>, the City's intranet website, or on the Internet at [austintexas.gov/benefits](http://austintexas.gov/benefits).

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

Scan the QR code to the right for easy access to the Employee Benefits webpage.

## Retirement Systems

### City of Austin Employees' Retirement System (COAERS)

Phone Number: 512-458-2551  
Fax Number: 512-458-5650  
Website: [coaers.org](http://coaers.org)

### Austin Fire Fighters Relief and Retirement Fund

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

### City of Austin Police Retirement System

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

## UnitedHealthcare Medical Plans

Medical Phone Number: 800-430-7316  
myNurseLine, 24/7: 877-440-6011  
Vision Phone Number: 800-203-4317  
Vision Providers: [myuhcvision.com](http://myuhcvision.com)  
Mental Health Providers: [liveandworkwell.com](http://liveandworkwell.com)  
Prescription Information: [myuhc.com](http://myuhc.com)

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

1. Click the **Find Physician, Laboratory, or Facility** link.
2. Select **UnitedHealthcare Choice Plus** for the CDHP w/HSA and PPO. Select **UnitedHealthcare Choice** for the HMO.

To view the prescription formulary and Explanation of Benefits and print a temporary ID card, go to [myuhc.com](http://myuhc.com). To register, follow these steps:

1. Click the **Register Now** button.
2. Enter information from your ID card. If you don't have your ID card, select the **Click Here** link and you can enter your Social Security Number and date of birth.
3. Click the **Next Step** button.
4. Enter email address or sign up for a free email account.
5. Create a username and password, answer security questions and agree to website policies.
6. Click the **Submit** button.

## Davis Vision

### Vision Plan

Toll-Free Number: 888-445-2290

To view benefits, locate a provider, and check claim status, go to [davisvision.com](http://davisvision.com). To register, follow these steps:

1. Click the **Member** link.
2. Click the **Register** link.
3. Enter information from your ID card.
4. Create a username, password and security question.
5. Click the **Register** button.

For non-members, click the **Member** link and enter **2481** for Client Code.

## 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.

Phone Number: 512-250-9397

Toll-Free Number: 800-933-7472

Fax Number: 512-250-2937

### City of Austin Dental Plan

To view claim activity, go to [coadentalplan.com](http://coadentalplan.com).

To register, follow these steps:

1. Enter your insured ID number from your ID card.
2. Create a password.
3. Click the **Submit** button.

### FLEXTRA Health and Dependent Care

To view account activity, balances and submit a claim form, go to [coaflextra.com](http://coaflextra.com). To login, follow these steps:

1. Click on **My Account**.
2. Enter your employee ID number and the first five digits of your Social Security Number.
3. Click the **Login** button.

## ARAG

### Group Legal Plan

Toll-Free Number: 800-247-4184

Relay Texas Number: 800-383-4184

To view covered services and to locate a participating attorney, go to [araglegalcenter.com](http://araglegalcenter.com). To register, follow these steps:

1. Click the **Member Login** button.
2. Click the **Create a user name and password for the first time** link.
3. Enter your member ID number from your ID card and your home address ZIP code.
4. Click the **Continue** button.
5. Create a username and password and answer security questions and click the **Continue** button.

For non-members, enter **17886COA** for Access Code.

## Deer Oaks

### Employee Assistance Program

Toll-Free Phone Number: 866-228-2542

Relay Texas Number: 800-735-2989

Toll-Free Teen Helpline: 866-228-2542

To view a list of free webinars and counseling services, go to [deeroaks.com](http://deeroaks.com). To access, follow these steps:

1. Click the **Login** link.
2. Type [austintexas.gov](http://austintexas.gov) for the user name and password.
3. Click the **Submit** button.

## Austin Deferred Compensation Plan

### 457 Plan (Empower Retirement)

Toll-Free Number: 866-613-6189

To enroll in, view and manage your account, go to [dcaustin.com](http://dcaustin.com).

1. To enroll, click on the **Enroll Now** link and follow the prompts.
2. To register, click on the **Let's Get Started** link and follow the prompts.