

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 cityspace, the City's intranet website, or on the Internet at 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.



BlueCross BlueShield Medical Plans

Member Service Phone Number: 888-907-7880
24/7 NurseLine Phone number: 800-581-0368

To find a medical provider, go to bcbstx.com/coa.

1. Click **Find a Doctor or Hospital**.
2. Click **Search as Guest**.
3. Click **Search In-Network providers**.
4. Under "How do you get your insurance," select **Through my employer or my spouse's employer**.
5. Under "Are you a member or are you shopping for an insurance plan," select **I am a member**.
6. Under "Select type of care you are looking for," select **Medical or Pharmacy**.
7. Under "Where you live?" Select your state.
8. Under "Select Plan/Network," select your medical plan.
For PPO & CDHP members, select **Blue Choice PPO**.
For HMO members, select **Blue Essentials**.

To view the prescription formulary, Explanation of Benefits, and print a temporary ID card, go to bcbstx.com/coa. To register, follow these steps:

1. Go to bcbstx.com/coa.
2. Click **Sign Up** or **Log in** button.
3. Click **Register Now**.
4. Follow the prompts to register.
5. Enter information from your ID card. If you do not have your ID card, you can call 888-907-7880.

Retirement Systems

City of Austin Employees' Retirement System (COAERS)	Austin Fire Fighters Relief and Retirement Fund (AFRS)	City of Austin Police Retirement System (PRS)
418 E. Highland Mall Blvd. Austin, TX 78752-3720 Phone Number: 512-458-2551 Fax Number: 512-458-5650 Website: coaers.org	4101 Parkstone Heights Dr., Suite 270, Austin, TX 78746 Phone Number: 512-454-9567 Fax Number: 512-453-7197 Website: afrs.org	2520 South IH-35, Suite 100 Austin, TX 78704 Phone Number: 512-416-7672 Fax Number: 512-416-7138 Website: ausprs.org

Davis Vision

Vision Plan

Toll-Free Number: 888-445-2290

To view benefits, locate a provider, and check claim status, go to 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
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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.

To register, follow these steps:

1. Click the **Sign In** button.
2. Enter your insured ID number from your ID card.
3. Leave password blank.
4. Click the **Sign In** button.
5. Follow the instructions to register.

FLEXTRA Health and Dependent Care

To view account activity, balances, and submit a claim form, go to 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.

To view your Flextra Benefits Card activity and balance, go to wealthcareadmin.com.

1. Click on **Participant**.
2. Click on **Create Account**.
3. Use your Social Security Number (no spaces or dashes) as your employee ID.
4. You will also need your Flextra Benefits Card number to register.

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. To register, follow these steps:

1. Click the **I'm a Member: Log Me In!** 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 deeroakseap.com. To access, follow these steps:

1. Click the **Member Login** button.
2. Type **austintexas.gov** for the username and password.
3. Click the **Login** button.

Austin Deferred Compensation Plan 457 Plan (Empower Retirement)

Toll-Free Number: 866-613-6189

To view and manage your account, go to dcaustin.com. To enroll, click the **Register** button.