

Benefits Tips and Helpful Information

January 1, 2019 - Update

Chevron and the Chevron Retirees Association help by sponsoring certain benefit plans and discounts for eligible retirees and their dependents. The plans include Medical, Dental, Vision Care, Life Insurance, Long-Term Care Insurance and Retirement Benefits. The discount programs include the CRA Auto and Home Insurance Program, the Discount Hearing Aid Program and many other discounts that are offered by Chevron through their Recreation website, including discounted cell phone service offered through Verizon and Sprint Wireless. We appreciate that it can be confusing at times as to who to call with a question. The contact information for each of these plans and discounts as well as contact information for Medicare, Social Security and the Health Insurance Marketplace is shown below.

TYPE OF ISSUE:

- **CHEVRON SPONSORED BENEFITS:**
 - **Eligibility, Enrollment, and Changes (Covered Individuals, Address, Named Beneficiary, etc.):** Chevron's Human Resources Service Center
 - **Plan Coverage and Claims:**
 - **Pre-65 Retirees:**
 - **Medical:** Anthem Blue Cross
 - **Prescription Drugs:** Express Scripts
 - **Medical HMOs:** Please refer to your Member Identification Card for provider and contact information.
 - **Vision:** VSP Vision Care
 - **Dental:** Delta Dental
 - **Dental HMO:** Delta Care USA
 - **Post-65 Retirees:**
 - **Medical, Prescription Drugs, Vision, and Dental:** Please refer to your Member Identification Card for provider and contact information. For problems please contact Via Benefits.
 - **Group Life Insurance:** Chevron's HR Service Center
 - **Long-Term Care Insurance:** Chevron's HR Service Center
 - **Pension, Savings and Bonus Plans:** Chevron's HR Service Center
- **CRA DENTAL PROGRAM:**
 - **Eligibility, Enrollment, and Changes (Covered Individuals, Address, etc.):** MetLife
 - **Plan Coverage and Claims:** MetLife
- **CRA AUTO & HOME INSURANCE PROGRAM:**
 - **Eligibility, Enrollment, and Changes (Covered Individuals, Address, etc.):** MetLife
 - **Plan Coverage and Claims:** MetLife

- **DISCOUNT HEARING AID PROGRAM:**
 - **Eligibility and Enrollment:** Hear In America
 - **Coverage:** Hear In America
- **CHEVRON RECREATION - DISCOUNTS:**
 - **Eligibility:** CRA
 - **Coverage:** BenefitHub
- **MEDICARE AND SOCIAL SECURITY:**
 - **Eligibility, Enrollment, and Changes (Address, etc.):** Medicare, Social Security
 - **Plan Coverage and Claims:** Medicare, Social Security
- **HEALTH INSURANCE MARKETPLACE:**
 - **Eligibility and Enrollment:** Health Insurance for non-Medicare individuals
 - **Plan Coverage:** Health Insurance for non-Medicare individuals

PERSONAL AND OTHER INFORMATION WHICH MAY BE NEEDED WHEN CALLING PROVIDERS:

- Date of Birth
- Home Address, Telephone Number and Email Address
- Social Security Number
- Medicare Number
- Plan Member Number
- Member PIN Number (Issued by Chevron's HR Service Center)
- Claim Number (If Applicable)
- Dates and Types of Services Provided (If Applicable)
- Name and Contact Information for your Medical Care Provider (If Applicable)
- Pertinent Documents, e.g., copy of your Explanation of Benefits Forms, Hospital Bills, Doctor Bills, etc.

CONTACT INFORMATION:

- **Anthem Blue Cross:**
 - Phone: 1-844-627-1632
 - Website: www.anthem.com/ca
- **Beacon Health Options**
 - Phone: In US – 1-800-847-2438, Outside US – 714-763-2420
 - Website: www.valueoptions.com
- **Chevron's Human Resources Service Center (HRSC):**
 - Phone: In U.S.: 1-888-TALK2HR (1-888-825-5247),
Outside U.S.: 1-888-825-5247 preceded
by the international access code
 - Fax: 1-888-329-8647
 - Hours of Operation: Monday to Friday, 6 AM – 5 PM, Pacific time;
8 AM – 7 PM, Central time
 - Mailing Address: Chevron Human Resources Service Center, PO Box 18012,
Norfolk, VA 23501 Website: hr2.chevron.com/formeremployee

- Available on the HRSC Website:
 - View and manage your benefits (Click **BenefitConnect**, then Log In, for Health and Welfare; Click **Benefits Connection**, then Log In to change address, update beneficiary designations and manage pension benefits)
 - Pre-65 Retirees: Medical, Vision, Dental and Life Insurance
 - Post-65: Use **Benefits Connection** website until benefits moved to new **BenefitConnect** website. Please refer to your individual contracts for information about your Medical, Prescription Drug, Vision and Dental Insurance.
 - Summary Plan Description of Your Chevron Benefits in Retirement (SPD) (Follow the same instructions for a summary of your coverage, then click Documents & Forms)
 - Pre-65: Contains information about Medical, Vision, Dental and Life Insurance
 - Post-65: Contains information about Life Insurance only. Please refer to your individual contracts for information about your Medical, Prescription Drug, Vision and Dental Insurance.
- **Chevron Recreation:**
 - Phone: 925-842-1000
 - Hours of Operation: Monday to Friday, 8 AM – 5 PM, Pacific Time
 - Mailing Address: Chevron Recreation, 6001 Bollinger Canyon Rd, San Ramon, CA 94583-2324
 - Website: chevrec.mybigcommerce.com
- **Chevron Retirees Association – For Benefits Related Issues:**
 - Phone: 832-934-0680
 - Mailing Address: 29033 Sky Forest, Magnolia, Texas 77355
 - Email Address: CRABnenfits9@gmail.com
- **Delta Dental:**
 - Phone: In US – 1-800-228-0513, Outside US – 415-972-8300
 - Hours of Operation: Monday to Friday, 5 AM – 5 PM, Pacific time
 - Website: www.deltadentalins.com/chevron
- **Express Scripts (For Pre-65 Retirees only):**
 - Phone: Customer Service:
 - Medicare: 1-800-935-6215
 - Non-Medicare: 1-800-987-8368
 - Hours of Operation: 24 Hours, Any Day of the Week
 - Mailing Address: Express Scripts, PO Box 747000, Cincinnati, OH 45274-7000
 - Website: www.express-scripts.com
- **Health Insurance Marketplace:**
 - Phone: Customer Service: 1-800-318-2596
 - Hours of Operation: 24 Hours, Any Day of the Week
 - Website: www.healthcare.gov
- **Hear In America:**
 - Phone: 1-800-286-6149
 - Hours of Operation: Monday to Friday, 9:00 AM – 5:15 PM, Eastern time
 - Website: www.hearinamerica.com

- **Medicare:**
 - Phone: Customer Service: 1-800-633-4227
 - Hours of Operation: 24 Hours, Any Day of the Week
 - Mailing Address: Centers for Medicare & Medicaid Services, 7500 Security Boulevard, Baltimore, MD 21244-1850
 - Website: www.medicare.gov
- **MetLife – CRA Dental**
 - Phone: Customer Service: 1-866-832-5756
 - Hours of Operation: Monday to Friday, 8 AM – 11 PM, Eastern time
 - Mailing Address: MetLife Dental Claims, PO Box 981282, El Paso, TX 79998-1282
 - Website: www.cradental.com, www.mybenefits.metlife.com
- **MetLife – CRA Auto & Home Insurance:**
 - Phone: Customer Service: 1-877-491-5089
 - Hours of Operation: Monday to Friday, 8 AM – 10 PM, Eastern time;
Saturday, 9 AM – 4 PM, Eastern time
 - Mailing Address: Metropolitan Life Insurance Company, 8825 Stamford Blvd, Suite 105, Columbia, MD 21045
- **Via Benefits:**
 - Phone: In US - 1-844-266-1392, Outside US – 801-994-9805
 - Fax: 801-413-0991
 - Hours of Operation: Monday to Friday, 7 AM – 8 PM, Central time
 - Mailing Address: ViaBenefits, 10975 S. Sterling View Dr, South Jordan, UT 84095
 - Website: <https://my.ViaBenefits.com/Chevron>
- **Social Security:**
 - Phone: Customer Service: 1-800-772-1213
 - Hours of Operation: Monday to Friday, 5 AM – 1 AM, Eastern time
 - Mailing Address: Social Security Administration, Office of Public Inquiries, Windsor Park Building, 6401 Security Boulevard, Baltimore, MD 21235
 - Website: www.socialsecurity.gov
- **Sprint Wireless:**
 - Contact Information: Lyndsey Proctor
 - Phone: 913-315-5049
 - Email: Lyndesy.Proctor@sprint.com
 - Sprint Website: www.sprint.com
 - For Confirmation Letter: Bill Dodge
 - Phone: 832-934-0680
 - Email: CRABenefits9@gmail.com
- **Verizon Wireless:**
 - Contact Information:
 - Houston, TX: Christine Buerkett
 - Phone: 281-753-6633
 - Email: Christine.Buerkett@verizonwireless.com
 - Northern California: John Bauer
 - Phone: 925-817-9358
 - Email: John.bauer@verizonwireless.com
 - Verizon Wireless Website: www.verizonwireless.com

- For Confirmation Letter: Bill Dodge
 - Phone: 832-934-0680
 - Email: CRABenefits9@gmail.com
- **VSP Vision Care (Pre-65 Retirees):**
 - Group Number: 30021085
 - Phone: Customer Service: 1-800-877-7195
 - Hours of Operation: Monday to Friday, 5 AM – 8 PM, Pacific time
Saturday, 6 AM – 5 PM, Pacific Time
 - Website: www.vsp.com/go/chevron

Please remember the Chevron Retirees Association adds value to your membership by being there help you with any problems you may have with your benefits. For help, please contact Bill Dodge by email at CRABenefits9@gmail.com or by phone at 832-934-0680.