

# BENEFITS DIRECTORY

## JACKSON HEALTH SYSTEM

### Human Resources Capital Management

C/O HR Service Center  
Jackson Medical Towers  
1500 NW 12th Avenue, Suite 106W  
Miami, FL 33136  
305-585-LIVE (5483)

### Housestaff Office Department

East Tower, Room 1004  
305-355-1122

## BENEFITS ADMINISTRATOR

### FBMC Benefits Management, Inc.

Benefits Service Center  
Monday - Friday, 7 a.m. - 7 p.m. ET  
1-855-56JHS4U (1-855-565-4748)  
FBMC Online technical support:  
techsupport@fbmc.com  
[myfbmc.com](http://myfbmc.com)

### FBMC On-Site Service Center

1611 N.W. 12<sup>th</sup> Avenue  
Park Plaza West L-109B  
Miami, FL 33136-1096  
305-585-6512  
JHSFieldOffice@fbmc.com

## MEDICAL PROVIDER

### AvMed

1-844-439-5378  
[avmed.org/jhs](http://avmed.org/jhs)

### SmartShopper

1-800-824-9127

### Jackson First Concierge

305-585-2727

## DENTAL PROVIDERS

### Delta Dental

Delta Dental PPO - 800-521-2651  
DeltaCare USA - 800-422-4234  
PO Box 1809  
Alpharetta, GA 30023-1809  
PPO Group Number – 19083  
DHMO Group Number – 78933  
[deltadentalins.com](http://deltadentalins.com)

## VISION PROVIDER

### Davis Vision by MetLife

Vision Care Processing Unit  
PO Box 1525  
Latham, NY 12110  
Member Service:1-833-393-5433  
[metlife.com/mybenefits](http://metlife.com/mybenefits)

## FLEXIBLE SPENDING ACCOUNTS

### PayFlex

11819 Miami Street Suite 200  
Omaha, NE 68164  
Monday - Friday, 8 a.m. - 8 p.m. ET  
Sat., 10 a.m. - 3 p.m. ET  
1-800-284-4885

### Toll-Free Claims Fax

1-855-703-5305

### General Account Info - Voice Response

24 hours a day  
1-800-284-4885  
[payflex.com](http://payflex.com)

## WELLNESS

### Jackson Health System

1-786-466-2970  
[HR-Benefits@jhs-miami.org](mailto:HR-Benefits@jhs-miami.org)

## EMPLOYEE ASSISTANCE PROGRAM

### Resources for Living, LLC

55 Lane Road  
Fairfield, NJ 07004  
24/7 Access for Jackson Health System employees:  
786-466-8377, Option 2

## DISABILITY PROVIDER

### Reliance Standard Life Insurance Company

Matrix Absence Management, Inc.  
1-877-202-0055  
24/7 for Telephonic Claims Filing or file online at [matrixabsence.com](http://matrixabsence.com)

### Reliance Standard Life Insurance Company

Matrix Absence Management, Inc.  
PO Box 13498  
Philadelphia, PA 19101  
1-800-866-2301  
Fax 602-866-9707

## HOUSESTAFF DISABILITY AND LIFE INSURANCE PROVIDER

### The Hartford/The Lawrence D. Share Company, Inc.

8211 West Broward Blvd Suite 400  
Plantation FL 33324  
305-577-3937  
[jmhinfo@ldshare.com](mailto:jmhinfo@ldshare.com)

# BENEFITS DIRECTORY

## LIFE INSURANCE PROVIDERS

### Chubb

Customer Service  
1-866-445-8874  
Monday - Friday, 7:30 a.m. - 6 p.m. CST  
[chubbworkplacebenefits.com](http://chubbworkplacebenefits.com)

### Reliance Standard Life Insurance Company

Customer Service  
1-800-351-7500  
[reliancestandard.com](http://reliancestandard.com)

### ReliaStar Life Insurance Company

A Member of the Voya® Family of Companies  
Customer Service  
1-800-537-5024  
PO Box 122  
Minneapolis, MN 55440-0122  
1-800-537-5024  
[voya.com](http://voya.com)

### Transamerica Life Insurance Company

Customer Service  
1-888-763-7474  
[transamerica.com](http://transamerica.com)

### Unum Life Insurance Company of America

Customer Service  
1-800-331-1538  
[unum.com](http://unum.com)

### Unum Whole Life Insurance with Long-Term Care

Customer Service  
Monday - Friday, 8 a.m. - 8 p.m. ET  
1-800-635-5597  
[unum.com](http://unum.com)

### Trustmark

Customer Care  
1-800-918-8877  
Customer Care Email  
[customercare@trustmarkbenefits.com](mailto:customercare@trustmarkbenefits.com)

### Claims Phone

1-877-201-9373  
[TrustmarkVB.com](http://TrustmarkVB.com)

## TAX SHELTER ANNUITY PROVIDERS

### Corebridge

Office  
1800 North Military Trail, Suite #340  
Boca Raton, FL 33431  
Office Phone: 561-684-3775

Client Care Center:

1-800-448-2542

[CorebridgeFinancial.com/RS/JHS/home](http://CorebridgeFinancial.com/RS/JHS/home)

## LEGAL INSURANCE

### ARAG®

500 Grand Avenue, Suite 100  
Des Moines, IA 50309  
1-800-247-4184  
Access Code: 17845jhs  
[ARAGlegal.com/myinfo](http://ARAGlegal.com/myinfo)

## CRITICAL ILLNESS INSURANCE

### Aflac Group

Customer Service  
1-800-433-3036  
[aflacgroupinsurance.com](http://aflacgroupinsurance.com)

## ACCIDENT INSURANCE

### Aflac Group

1-800-433-3036  
[aflacgroupinsurance.com](http://aflacgroupinsurance.com)

## HOSPITAL INDEMNITY INSURANCE

### Aflac Group

1-800-433-3036  
[aflacgroupinsurance.com](http://aflacgroupinsurance.com)

## OTHER PROVIDERS

### Pet Benefit Solutions

1-800-891-2565  
[customercare@petbenefits.com](mailto:customercare@petbenefits.com)  
[petbenefits.com](http://petbenefits.com)

### ID Commander

Membership Services  
1-855-592-7941  
Monday - Friday, 9 a.m. - 6 p.m. ET  
[idcommander.com](http://idcommander.com)

### ConstantCredit

Membership Services  
1-855-592-7940  
Mon – Fri, 9 a.m. - 6 p.m. ET  
[constantcredit.com](http://constantcredit.com)

### Health Consumer/Fertility & Family Planning

Membership Services  
1-800-800-8304  
Mon – Fri, 8 a.m. - 8 p.m. ET  
Sat., 9 a.m. - 6 p.m. ET  
[www.newbenefits.com](http://www.newbenefits.com)