



Important Benefits Contacts

This insert lists important benefits telephone numbers and Internet site addresses. For general information or to contact a plan administrator, call the Verizon Benefits Center, as described below.

General information about your benefits		
<i>Your Benefits Resources™</i>		http://resources.hewitt.com/verizon
Verizon Benefits Center	Verizon Benefits Center P.O. Box 1457 100 Half Day Road Lincolnshire, IL 60069-1457	1-877-Ask-VzHR (1-877-275-8947) Enter your Social Security number and say “Benefits Center”

Plan or program	Telephone number	Telephone number (if available)	Internet address (if available)
Medical plan			
Managed care network (MCN) and MEP PPO			
Aetna, Inc. Claims and appeals administrator and member services	1-800-247-5482	1-800-325-5976	www.aetna.com
Prescription drug program Medco Health Claims and appeals administrator and member services	1-877-877-1878	1-800-759-1089	www.medcohealth.com
For pharmacists only:			
• To receive coverage review for drugs listed in the SPD under “Medications That Require a Double Check”	1-800-753-2851		
• To initiate a review for the drugs listed as requiring a lesser review in the SPD under “Medications That Require a Double Check”	1-888-248-4670		
Other medical plan contacts			
Disease management program Health Management Corporation	1-800-523-9279		
LASIK discount information Davis Vision, Inc. Claims administrator	1-877-999-7006	1-800-523-2847	www.davisvision.com
Qualified Order Team Qualified medical child support orders (QMCSOs)	1-877-Ask-VzHR (1-877-275-8947)		
COBRA Before October 1, 2004: ADP COBRA Services	1-800-891-0535		
On or after October 1, 2004: Verizon Benefits Center	1-877-Ask-VzHR (1-877-275-8947)		http://resources.hewitt.com/verizon
HMO supplemental mental health and substance abuse treatment benefits Managed Health Network (MHN) Claims administrator	1-800-777-7991		

Plan or program	Telephone number	TTY (if available)	Internet site address (if available)
Dental expense plan			
PDP or out-of-area option (CWA only)			
Metropolitan Life Insurance Company Claims and appeals administrator, benefits administrator and member services	1-800-988-8331		www.metlife.com/dental
Standard option (IBEW only)			
Aetna, Inc. Claims and appeals administrator, benefits administrator and member services	1-800-523-6282		www.aetna.com
DMO option			
Aetna, Inc. Claims and appeals administrator, benefits administrator and member services	1-800-523-6282		www.aetna.com
Other dental expense plan contacts			
Qualified Order Team			
Qualified medical child support orders (QMCSOs)	1-877-Ask-VzHR (1-877-275-8947)		
COBRA			
Before October 1, 2004: ADP COBRA Services	1-800-891-0535		
On or after October 1, 2004: Verizon Benefits Center	1-877-Ask-VzHR (1-877-275-8947)		http://resources.hewitt.com/verizon
Vision care plan			
For CWA-represented associates			
Davis Vision, Inc. Claims and appeals administrator, benefits administrator and member services	1-877-999-7006	1-800-523-2847	www.davisvision.com
For IBEW-represented associates			
Vision service plan (VSP) Claims and appeals administrator, benefits administrator and member services	1-800-877-7195	1-800-428-4833	www.vsp.com
Other vision care plan contacts			
Qualified Order Team			
Qualified medical child support orders (QMCSOs)	1-877-Ask-VzHR (1-877-275-8947)		
COBRA			
Before October 1, 2004: ADP COBRA Services	1-800-891-0535		
On or after October 1, 2004: Verizon Benefits Center	1-877-Ask-VzHR (1-877-275-8947)		http://resources.hewitt.com/verizon
Internal Revenue Service			
Forms and publications			www.irs.gov
Flexible reimbursement plan			
UnitedHealthcare Claims and appeals administrator, benefits administrator and member services	1-800-334-4515		www.myuhc.com
Other flexible reimbursement plan contacts			
Qualified Order Team			
Qualified medical child support orders (QMCSOs)	1-877-Ask-VzHR (1-877-275-8947)		

Plan or program	Telephone number	TTY (if available)	Internet site address (if available)
COBRA			
Before October 1, 2004: ADP COBRA Services	1-800-891-0535		
On or after October 1, 2004: Verizon Benefits Center	1-877-Ask-VzHR (1-877-275-8947)		http://resources.hewitt.com/verizon
Survivor benefits			
Basic life			
Verizon Benefits Center Claims and appeals administrator and benefits administrator	1-877-Ask-VzHR (1-877-275-8947)		http://resources.hewitt.com/verizon
AD&D, supplemental life, supplemental AD&D and dependent life			
Marsh @WorkSolutionsSM Claims and appeals administrator and benefits administrator	1-800-336-9427		http://www.perplans.com/verizon
Disability plans			
Sickness and accident disability benefit plan			
Metropolitan Life Insurance Company Claims and appeals administrator and benefits administrator	1-800-638-4228		
Long-term disability plan			
Metropolitan Life Insurance Company Claims and appeals administrator and benefits administrator	1-800-638-4228		
Long-term care insurance			
Mutual of Omaha Claims and appeals administrator, member services and long-term care hotline	1-800-877-1052		
Income security plan			
Verizon Claims Review Committee c/o Verizon Benefits Center Claims administrator	1-877-Ask-VzHR (1-877-275-8947)		
Savings plan			
Verizon Savings Plan Service Center Benefits administrator	1-888-457-9333		
Other savings plan contacts			
Qualified Order Team			
Qualified domestic relations orders (QDROs)	1-877-Ask-VzHR (1-877-275-8947)		
Pension plan			
Verizon Benefits Center Benefits administrator	1-877-Ask-VzHR (1-877-275-8947)		
Other pension plan contacts			
Pension Benefit Guaranty Corporation			
Plan insurance	1-202-326-4000	1-800-877-8339	
Qualified Order Team			
Qualified domestic relations orders (QDROs)	1-877-Ask-VzHR (1-877-275-8947)		

Plan or program	Telephone number	TTY (if available)	Internet site address (if available)
Additional benefits and programs			
VZ-LIFE			
Employee Assistance Program	1-800-845-0632		www.verizon.com/life
AdoptionOptions®			
VZ-LIFE	1-800-845-0632		www.verizon.com/life
Adoption reimbursement plan			
VZ-LIFE	1-800-845-0632		www.verizon.com/life
Education loan program			
ConSern	1-800-SOS-LOAN (1-800-767-5626)		www.consern.com (password: sosloan)
Family Medical Leave Act (FMLA)			
Absence Reporting Center	1-800-377-7333		
Founders' Grant plan			
Salomon Smith Barney	Inside the United States: 1-800-665-6483 Outside the United States: 1-212-615-7839		
Leaves of absence			
Benefit Delivery Center	1-800-377-7333		
Tuition assistance plan			
Council for Adult and Experiential Learning (CAEL)	1-866-994-3470		http://tamsonline.org/vztap
Verizon Scholarship Program for Children of Associates			
Citizens' Scholarship Foundation of America, Inc. (CSFA)	1-800-360-7955		https://www1.csfa.org/verizon
Verizon Foundation	1-800-360-7955		www.verizon.com/foundation