



# Contact Information

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## **CITGO Benefits HelpLine**

- Phone: 1-888-443-5707 (toll-free)
- Email: [Benefits@CITGO.com](mailto:Benefits@CITGO.com)
- Web: [www.hr.CITGO.com](http://www.hr.CITGO.com)

## **COBRA & HIPAA**

- UnitedHealthcare  
1-866-747-0048
- HIPAA Certificate of Coverage  
1-866-747-0048

## **Dental**

- MetLife  
1-800-942-0854  
[www.metlife.com/mybenefits](http://www.metlife.com/mybenefits)
- MetLife Retiree Full Service Plan Dental  
1-800-438-6388 (1-800-GET-MET-8)
- UH One Dental Plan 1-800-816-4790

## **Employee Assistance Program**

- United Behavioral Health  
1-888-231-4886  
[www.liveandworkwell.com](http://www.liveandworkwell.com)  
Access code: 42920

## **Flexible Spending Accounts (FSA)**

- UHC Health Care Accounts  
1-800-331-0480  
915-231-1709 (fax)  
866-262-6354 (toll-free fax)  
[www.myuhc.com](http://www.myuhc.com)

## **401(k) and Thrift Plans**

- Fidelity  
1-800-256-4015 (CITGO)  
1-800-587-5282 (General - Spanish language)  
1-877-833-9900 (International toll-free)  
1-800-847-0348 (TDD number)  
[www.401k.com](http://www.401k.com)

## **Health Savings Accounts (HSA)**

- Fidelity  
1-800-544-3716  
[www.netbenefits.com](http://www.netbenefits.com) or [www.401k.com](http://www.401k.com)

## **Healthy Rewards**

- Customer Service - 1-877-818-5826  
[www.werally.com](http://www.werally.com)  
[www.myuhc.com](http://www.myuhc.com)

## **Hearing Aid Discount Program**

- UHC Hearing  
[www.UCHearing.com](http://www.UCHearing.com)  
1-855-523-9355

## **UnitedHealthcare**

- Customer Service Center  
1-866-317-6359
- Pre-determinations and Pre-certifications  
[www.myuhc.com](http://www.myuhc.com)
- Medicare Solutions  
[www.myuhcplans.com/CITGO](http://www.myuhcplans.com/CITGO)  
1-877-753-5150
- Find A Doctor  
[www.myuhc.com](http://www.myuhc.com)

## **Bariatric Resource Services**

- 1-888-936-7246

## **Cancer & Transplant Resource Services**

- [www.myoptumhealthcomplexmedical.com](http://www.myoptumhealthcomplexmedical.com)  
1-866-317-6359

## **Life & Disability Inquiries**

- CITGO Benefits HelpLine  
1-888-443-5707  
Email: [Benefits@CITGO.com](mailto:Benefits@CITGO.com)

## **Mental Health Hospitalization**

- 1-888-231-4886

## **Prescription Drug**

- Optum Rx  
1-866-317-6359  
[www.myuhc.com](http://www.myuhc.com)

## **Vision**

- UnitedHealthcare Vision  
1-800-638-3120  
[www.myuhcvision.com](http://www.myuhcvision.com)