

NSU BENEFIT PHONE NUMBERS

Blue Cross Blue Shield of Florida Group #65033

- BCBSFL Website: www.bcbsfl.com
- BCBSFL Customer Service: 1-800-664-5295
- BCBSFL Admission Notification: 1-800-955-5692
- Blues 24/7 Health Information: 1-877-789-2583
- BlueCard Worldwide Service Center:
 - Inside the US: 1-800-810-BLUE (2583)
 - Outside the U.S. (call collect): 1-804-673-1177*

ICUBA Administration

- ICUBA Website: www.icubabenefits.org
- COBRA Administration: 1-877-547-6257
- Retiree Administration: 1-866-377-5102

Behavioral Health and Employee Assistance Program Mental Health

- MH Net Website: www.mhnet.com
- MHNet Employee Assistance Program: 1-877-398-5816

Pharmacy (RX) Walgreens Health Initiative Group #21458

- WHI Website: <http://www.walgreenshealth.com/>
- WHI Customer Care Center: 1-800-207-2568
- WHI Clinical Call Center (Prior Authorizations): 1-877-665-6609
- WHI Specialty Pharmacy (pre-enrollment): 1-866-823-2712
- WHI Mail Service (mail order inquiries) 1-800-207-2568

Human Dental Group #535719

- HUMANA Website: www.humanadental.com
- HUMANA PPO Dental: 1-800-233-4013
- HUMANA DHMO Dental: 1-800-979-4760

Advantica Vision Group #ICUB

- Advantica Website: www.advanticaeyecare.com
- Advantica Eyecare: 1-866-425-2323

Life Insurance / Optional Life / Short Term & Long Term Disability Group #63824

- Customer Service: 1-800-247-6875

Flexible Spending Account and Health Reimbursement Account Administration

- ICUBA Card Website: www.icubabenefits.org
- Customer Service: 1-866-377-5102

International Travel

Emergency Travel Assistance is through Sun Life Assurance Company. All services must be provided and arranged by Assist America. When traveling internationally or domestically more than 100 miles away from home. One call puts you in touch with Assist America's highly trained staff that will handle your call promptly and will even coordinate with your medical benefit plan. No claims for reimbursement will be accepted.

- Inside the US: 1-800-872-1414 Outside the US: 1-301-656-4152

AFLAC

- 954-560-6000 Joe Evans

Pre-Paid Legal

- 954-214-0327 Kelly Kaupas-Rheault
- Customer Service: 1-800-654-7757

Retirement

- Self Service Enrollment
 - Website: <https://www.myretirementmanager.com/?nsu>
- TIAA-CREF Customer Care: 1-800-842-2776
 - Website: www.tiaa-cref.org
 - To schedule an appointment: 1-800-732-8353
- Valic Customer Care: 1-800-448-2542
 - Website: www.valic.com
 - Valic Reps: 954-494-0314 Tammy Kotaska
954-684-6306 Steve Proffitt

Office of Human Resources Benefits Department: 954-262-4748 or HR4U@nsu.nova.edu

*BC/BS If you need emergency medical care, go to the nearest hospital and call the BlueCard Worldwide Service Center on the back of your card. If you need non-emergency inpatient medical care, you must call the BlueCard Worldwide Service Center and they will facilitate hospitalization at a BlueCard Worldwide hospital or make an appointment with a doctor. It is important that you call the BlueCard Worldwide Service Center in order to obtain cash-less access for inpatient care. The Service Center is staffed with multilingual representatives and is available 24 hours a day, seven days a week. If you have to pay at the time of treatment, you can submit receipts for reimbursement minus any out-of-pocket costs that are part of your plan; pre-authorization is required for all hospital admissions.

REVISED: 2/8/2011