

IMPORTANT NSU BENEFIT PHONE NUMBERS

AFLAC: 1-954-560-6000 – Joe Evans

AIG Valic: 1-800-448-2542

**AIG Valic Reps: 1-800-892-5558 /Steve – ext. 89125, Bo – ext. 87222,
Teresa – ext. 87981**

BCBS Customer Service and Pre-Authorization: 1-866-470-2963

BCBS Provider Information: 1-800-810-BLUE (2583)

Blues on Call 24-hour Health Information: 1-888-BLUE-428 (1-888-258-3428)

BlueCard Worldwide Service Center:

Inside the US: 1.800.810.BLUE (2583)

Outside the U.S. (call collect): 1.804.673.1177*

COBRA & Retiree Administration: 1-866-377-5102

Emergency Travel Assistance** through Sun Life Assurance Company offers this service provided by Assist America.

Inside the US: 1-800-872-1414

Outside the US: 301-656-4152

Flex Administration (HCSA, DCSA and HRA): 1-866-377-5102

Magellan Employee Assistance Program: 1-800-416-0835

MEDCO Customer Service: 1-800-922-1557

MEDCO Refills: 1-800-473-3455

**Office of Human Resources Benefits Department: 954-262-7843 or
ohrbenefits@nsu.nova.edu**

Pre-Paid Legal: 1-954-214-0327 – Kelly Kaupas-Rheault

SafeGuard Dental: 1-800-880-1800 Policy #188515

SafeGuard Vision Care: 1-800-880-1800 #188515

TIAA-CREF: 1-800-842-2776;

To schedule an appointment: 800-842-2003 X3522

*BC/BS If you need emergency medical care, go to the nearest hospital. Call the BlueCard Worldwide Service Center at 1.800.810.BLUE (2583) or call collect at 1.804.673.1177 if you're admitted.

If you need non-emergency inpatient medical care, you must call the BlueCard Worldwide Service Center. The Service Center 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. Call your local BCBS company for pre-certification or prior authorization, if necessary. Refer to the phone number on the back of your card. 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.**

** **Emergency Travel Assistance.** 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. **All services must be provided and arranged by Assist America. No claims for reimbursement will be accepted.**