The phone numbers and websites listed below can be used to contact representatives of the University benefit programs. The Human Resources website at [http://www.albany.edu/hr](http://www.albany.edu/hr) also has links to many of these sites. Please retain and use these numbers for your benefit questions.

**STATE UNIVERSITY AT ALBANY**  
**BENEFIT TELEPHONE / WEBSITE DIRECTORY**  

The phone numbers and websites listed below can be used to contact representatives of the University benefit programs. The Human Resources website at [http://www.albany.edu/hr](http://www.albany.edu/hr) also has links to many of these sites. Please retain and use these numbers for your benefit questions.

### RETIREMENT AND VOLUNTARY TAX-DEFERRED SAVINGS

<table>
<thead>
<tr>
<th>Program</th>
<th>Phone Numbers</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fidelity</td>
<td>1-844-367-7869</td>
<td><a href="http://www.netbenefits.com/SUNY">www.netbenefits.com/SUNY</a></td>
</tr>
<tr>
<td>VOYA Financial</td>
<td>1-800-584-6001</td>
<td><a href="https://suny.beready2retire.com">https://suny.beready2retire.com</a></td>
</tr>
<tr>
<td>NYS Deferred Compensation</td>
<td>1-800-422-8463</td>
<td><a href="http://www.nysdcp.com">www.nysdcp.com</a></td>
</tr>
<tr>
<td>NYS Employees' Retirement System (ERS)</td>
<td>474-7736 or 1-866-805-0990</td>
<td><a href="http://www.osc.state.ny.us">www.osc.state.ny.us</a></td>
</tr>
<tr>
<td>NYS Teachers' Retirement System</td>
<td>1-800-348-7298</td>
<td><a href="http://www.nystrs.org">www.nystrs.org</a></td>
</tr>
<tr>
<td>TIAA</td>
<td>1-866-662-7945</td>
<td><a href="http://www.TIAA.org/suny">www.TIAA.org/suny</a></td>
</tr>
<tr>
<td>AIG Retirement Services</td>
<td>1-800-448-2542 or 1-888-892-5558</td>
<td><a href="http://www.valic.com/suny">www.valic.com/suny</a></td>
</tr>
</tbody>
</table>

### HEALTH INSURANCE / OTHER BENEFIT CARRIERS

<table>
<thead>
<tr>
<th>Program</th>
<th>Phone Numbers</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDPHP</td>
<td>518-641-3700 or 1-800-777-2273 TTY 1-877-261-1164</td>
<td><a href="http://www.cdphp.com">www.cdphp.com</a></td>
</tr>
<tr>
<td><strong>NYS EMPIRE PLAN</strong></td>
<td>1-877-769-7447 (1-877-7-NYSHIP)</td>
<td><a href="http://www.cs.ny.gov/ebd/">www.cs.ny.gov/ebd/</a></td>
</tr>
<tr>
<td>(1) UnitedHealthcare</td>
<td>Select Option “1” TTY 1-888-697-9054</td>
<td><a href="http://www.empireplanproviders.com">www.empireplanproviders.com</a></td>
</tr>
<tr>
<td>(2) Empire Blue Cross Blue Shield</td>
<td>Select Option “2” TTY 1-800-241-6894</td>
<td>Medical/Surgical; Physical/Chiropractic; Home Equipment</td>
</tr>
<tr>
<td>(3) Beacon Health Options, Inc.</td>
<td>Select Option “3” TTY 1-855-643-1476</td>
<td>UHC Provider Lists: <a href="http://www.empireplanproviders.com">www.empireplanproviders.com</a></td>
</tr>
<tr>
<td>(4) CVS Caremark, Inc.</td>
<td>Select Option “4” TTY 1-800-863-5488</td>
<td>In/outpatient Services at a Hospital/Hospice/Nursing Facility; Pre-Certification for Hospital Admission; Discharge Planning</td>
</tr>
<tr>
<td>Emblem HIP</td>
<td>1-877-244-4466</td>
<td><a href="http://www.emblemhealth.com">www.emblemhealth.com</a></td>
</tr>
<tr>
<td>MVP Health Plan</td>
<td>1-888-687-6277</td>
<td><a href="http://www.mvphealthcare.com">www.mvphealthcare.com</a></td>
</tr>
<tr>
<td>Highmark BlueShield of Northeastern NY</td>
<td>1-800-888-1238 or 518-220-4600 TTY (800) 888-1238 (711)</td>
<td><a href="https://www.bsneny.com">https://www.bsneny.com</a></td>
</tr>
</tbody>
</table>

Committee on Benefits and Pension Planning  
M. D. C. Zic, Chair  
M. H. Taylor, Vice Chair  
M. E. Greco, Secretary
### Flex Spending Account

- **(1) Dependent Care Advantage Account**
  - 1-800-358-7202
  - 1-800-342-8017
  - Fax for Claims: 1-800-743-3271
- **(2) Health Care Spending Account**
  - 1-800-342-8017
  - Fax for Claims: 1-800-743-3271

**DCAA & HCSA Hotline; Enrollment Kits**

- [www.flexspend.ny.gov](http://www.flexspend.ny.gov)

**Customer Service**

#### MedAmerica Insurance Co. of NY

- 1-866-474-5824

**Long-term Care Insurance (NYS Public Employee and Retiree Long-term Care Plan – NYPERL)**

- [www.nyperl.net](http://www.nyperl.net)

#### M/C Life Insurance

- 473-3566

**Fax for Claims:** 1-800-743-3271

- [www.cs.ny.gov/otherben/life/mlife.cfm](http://www.cs.ny.gov/otherben/life/mlife.cfm)

#### NYS Health Insurance Program and COBRA Administrator

- Albany Area: 457-5754
  - 1-800-833-4344
  - To request continuation of insurance benefits (COBRA) after employee health coverage ends


#### Pearl-Carroll & Associates

- 1-800-833-4657

**Personal Insurance for CSEA and M/C Employees**

- [www.pearlcarroll.com/](http://www.pearlcarroll.com/)

### UNIONS / DENTAL / VISION

#### APSU (Agency Police Services Unit) PBA of New York State

- 433-5472

**www.pbanys.org**

#### CSEA Employee Benefit Fund

- 782-1500 or 1-800-323-2732

**Dental and Vision Care/COBRA for CSEA**

- [www.cseaebf.com](http://www.cseaebf.com)

#### CSEA Union Office

- 257-1000 or 1-800-342-4146

**CSEA Membership in Retirement**

- [https://cseany.org/](https://cseany.org/)

#### Davis Vision

- 1-888-588-4823

**www.davisvision.com**

- [www.cs.ny.gov](http://www.cs.ny.gov)

#### Delta Dental

- 1-800-471-7093

**Dental Care for UUP**

- [www.deltadentals.com/uup/](http://www.deltadentals.com/uup/)

#### Group Health, Inc. (GHI - EmblemHealth)

- 1-800-947-0101

**Dental Care for M/C, PEF, and Security Services, General Information, Provider Lists**

- [www.emblemhealth.com/nyship/](http://www.emblemhealth.com/nyship/)

#### NYSCOPBA Union Office (NYS Correctional Officers & Police Benevolent Assn.)

- 427-1551

**www.nyscopba.org/**

#### PEF Union Office (Public Employees Federation)

- 785-1900

**www.pef.org/**

#### UUP Benefit Trust Fund

- 640-6680 or 1-800-887-3863

**Dental and Vision Benefits/COBRA**

- [www.uupinfo.org/](http://www.uupinfo.org/)

(Also see Davis Vision & Delta Dental information above)

#### UUP Union Office

- 1-800-342-4206
  - 1-800-342-9810

**Membership**