



Contact Information

For all of your benefits questions:

Benefit Plans Office
P.O. Box 2115
602 Scarboro Road, MS-8258
Oak Ridge, TN 37831-2115
Call: 865-574-1500 or toll-free 1-877-861-2255
Fax: 1-865-241-0531

Contacts

The following chart provides contact information for questions you may have regarding benefits provided under the CNS Benefits Program:

For questions:	Contact:	At:
Enrollment and Benefits Information	CNS Benefits Plans Office	Phone: 865-574-1500 or toll free 1-877-861-2255 Monday – Thursday 8:00 a.m. – 5:00 p.m. ET https://home1.y12.doe.gov/benefits/
Medical	Cigna	Phone: 1-855-247-0884 www.myCigna.com
Prescription Drugs	Express Scripts	Phone: 1-800-685-8869 www.express-scripts.com
Dental	Delta Dental	Phone: 1-800-223-3104 www.deltadentaltn.com
Vision	Vision Service Plan (VSP)	Phone: 1-800-877-7195 www.vsp.com
Health Care and Dependent Care Flexible Spending Accounts	Cigna	Phone: 1-855-247-0884 www.myCigna.com
401(k) Savings Plan	Pantex: Fidelity	Phone: 1-800-835-5095 www.401k.com
	Y-12: Charles Schwab	Phone: 1-800-724-7526 www.workplace.schwab.com
Employee Assistance Program	Aetna	Phone: 1-866-611-2826 www.mylifevalues.com
Short-Term Disability (STD)	The Reed Group	Phone: 1-844-730-8913
Long-Term Disability (LTD)	Cigna (after July 1, 2015)	Phone: 1-800-362-4462
	MetLife (prior to July 1, 2015)	Phone: 1-800-300-4296
Special Accident, Basic Life and Accidental Death and Dismemberment (AD&D), and Voluntary AD&D Insurance	CNS Benefit Plans Office	Phone: 865-574-1500 or toll free 1-877-861-2255 Monday – Thursday 8:00 a.m. – 5:00 p.m. ET https://home1.y12.doe.gov/benefits/
Group Universal Life (GUL) Insurance	MetLife	Phone: 1-800-846-0124 www.mybenefits.metlife.com
Pantex Voluntary Plans	Mercer	Phone: 1-866-838-9534 www.pantexvoluntaryplans.com
Long Term Care	Y-12: MetLife	Phone: 1-800-438-6388
	Pantex: Prudential	Phone: 1-800-732-0416
COBRA	Allegiance Services, Inc.	Phone: 1-800-259-2738 www.askallegiance.com