




Contact information



▶ Start here

Have questions about your benefits?
Need help enrolling?

CALL	EMAIL	CHAT
Call the PG&E Benefits Service Center at 1-866-271-8144 Monday–Friday, 7:30 a.m.–5 p.m. Pacific time.	Log in* to your myPlans Connect account and send a secure message to a service representative. You'll get a reply within two business days.	Log in* to your myPlans Connect account and chat online with a service representative Monday–Friday, 7:30 a.m.–5 p.m. Pacific time.
		

*Go to mypgbenefits.com and click **Log In** under **Manage Your Benefits**.

LOG IN SECURELY

myPlans Connect uses multi-factor authentication to keep your information secure when you log in outside the network. Each time you log in outside of *PG&E@Work for Me*, you'll need your:

- User ID
- Password
- Temporary numeric code that will be sent to your email address or mobile phone number (you'll need to receive a new code each time you log in)



Be sure to use a unique, long password—at least eight characters—to help keep your account secure.

Need help? Call the PG&E Benefits Service Center: **1-866-271-8144**.


Health and wellness

I NEED TO:

- ▶ Sign up for a health screening or tobacco test

Health and Wellness	Contact
<p>Quest Diagnostics Representatives are available</p> <ul style="list-style-type: none"> • Monday–Friday, 5 a.m.–6 p.m. Pacific time • Saturday, 5:30 a.m.–2 p.m. Pacific time 	<p>1-866-271-8144, option 1 and then option 3 Email wellness@questdiagnostics.com</p> <p>Schedule your appointment at my.questforhealth.com Use registration key PG&E2022 Under Confirm Your Eligibility, enter your LANID</p>

- ▶ • Set up my account in the Virgin Pulse portal (you must do this before you can access any of the Virgin Pulse programs and activities)
- Enroll in the tobacco cessation program
- Sign up for health coaching

<p>Virgin Pulse Representatives are available Monday–Friday, 5 a.m.–6 p.m. Pacific time</p>	<p>You must first register with Virgin Pulse: On the Virgin Pulse app,  search and select PG&E OR Visit join.virginpulse.com/pgewellness</p> <p>Schedule your phone appointment at: 1-866-271-8144, option 1 and then option 4</p>
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Medical coverage

I NEED TO:


- ▶ • Talk to my medical plan’s Member Services about my benefits
- Preauthorize care
- Find out if my provider belongs to the plan’s network
- Get help filing a claim
- Dispute a claim
- Get a medical plan ID card

Medical	Contact	Group Number
<p>Anthem Blue Cross Health Account Plan (HAP) Representatives are available Monday–Friday, 7 a.m.–8 p.m. Pacific time</p>	<p>1-800-964-0530 anthem.com/ca/pge  Sydney Health app</p>	170157
<p>Kaiser Permanente Health Account Plan (HAP) Representatives are available:</p> <ul style="list-style-type: none"> • Monday–Friday, 7 a.m.–7 p.m. Pacific time • Saturday and Sunday, 7 a.m.–3 p.m. Pacific time 	<p>NORTH: 1-800-663-1771 SOUTH: 1-800-533-1833 kp.org  Kaiser Permanente app</p>	North: 603702 South: 231142
<p>FOR CHIROPRACTIC AND ACUPUNCTURE: American Specialty Health Network (ASH) Representatives are available:</p> <ul style="list-style-type: none"> • Monday–Friday, 4 a.m.–7 p.m. Pacific time • Saturday, 7 a.m.–5 p.m. Pacific time <p>Closed on holidays</p>	<p>1-800-678-9133 ashcompanies.com</p>	N/A

Express Scripts prescription drug coverage

I NEED TO:

- Find out if my prescription drug is covered
- Get help filing a claim
- Dispute a claim
- Get an Express Scripts ID card

Prescription Drug	Contact	Group Number
Prescription Drug Plan Administered by Express Scripts For Anthem HAP members Representatives are available 24/7; closed Thanksgiving and Christmas	1-800-718-6590 express-scripts.com  Express Scripts app	PGE0000

Prescription drug benefits are included in the Kaiser HAP

Mental health and substance use disorder coverage

I NEED TO:

- Find out if my treatment will be covered
- Preauthorize care
- Get help filing a claim
- Dispute a claim

Mental Health and Substance Use Disorder	Contact
Mental Health and Substance Use Disorder (MHSUD) Program Administered by Beacon Health Options For Anthem and Kaiser members Representatives are available 24/7	1-888-445-4436 beaconhealthoptions.com

Dental coverage

I NEED TO:


- Find out if my dentist is a Delta Dental PPO or Premier dentist
- Get a pre-treatment estimate
- Get help filing a claim
- Dispute a claim

Dental	Contact	Group Number
Dental Plan Administered by Delta Dental Representatives are available Monday–Friday, 5 a.m.–8 p.m. Pacific time	1-888-217-5323 deltadentalins.com/pg&e  Delta Dental Mobile app	Utility Dental Plan: 1515-0132 Corporation Dental Plan: 1515-0232 IBEW- and SEIU-represented employees: 1515-0101 ESC-represented employees: 1515-0106

Vision coverage

I NEED TO:

- Find out if my eye doctor is a VSP provider
- Get a cost estimate for vision services and products—such as exams, lenses, frames and Lasik surgery
- Find out about discounts on frames and retinal screenings
- Get help filing a claim
- Dispute a claim

Vision	Contact	Group Number
Vision Plan Administered by Vision Service Plan (VSP) Representatives are available: <ul style="list-style-type: none"> • Monday–Friday, 5 a.m.–8 p.m. Pacific time • Saturday, 6 a.m.–5 p.m. Pacific time 	1-800-877-7195 vsp.com  VSP Vision Care On the Go app	Management and A&T employees: 00401601–Div 1109 Union-represented employees: 00401601–Div 1115

Health Account

I NEED TO:

- ▶ Get help filing a claim or processing a reimbursement through the Health Account

Anthem Health Account

Administered by HealthEquity | WageWorks

Representatives are available
Monday–Friday, 5 a.m.–5 p.m. Pacific time

1-866-271-8144, option 1 and then **option 1**
again to request a claim form

Fax your completed claim form to HealthEquity |
WageWorks:

1-877-353-9236

or

Mail your completed claim form to:
Claims Administrator
P.O. Box 14053
Lexington, KY 40512

 EZ Receipts app

Kaiser Health Account

Administered by Kaiser Permanente

Representatives are available
Monday–Friday, 5 a.m.–7 p.m. Pacific time

1-877-750-3399, option 1 and then **option 2**
kp.org/healthpayment

 Kaiser HRA/HSA/FSA Balance Tracker app

Flexible Spending Accounts (FSAs)

I NEED TO:

- ▶ Get help filing a claim or processing a reimbursement through the Health Care or Dependent Care Flexible Spending Account (FSA)

**Enrolled in the Anthem Health Account Plan (HAP)?
Waive medical coverage + enroll in an FSA for the
current year?**

HealthEquity | WageWorks

Representatives are available
Monday–Friday, 5 a.m.–5 p.m. Pacific time

1-866-271-8144, option 1 and then **option 1** again

Log in to your myPlans Connect account or go to
healthequity.com/wageworks

 EZ Receipts app

Enrolled in the Kaiser Health Account Plan (HAP)?

Kaiser Permanente

Representatives are available
Monday–Friday, 5 a.m.–7 p.m. Pacific time

1-866-271-8144, option 1 and then **option 2**
kp.org/healthpayment

 Kaiser HRA/HSA/FSA Balance Tracker app

Form 1095

I NEED TO:

- ▶ **AFTER JANUARY**—Get a copy of my Form 1095 to verify that I had minimum essential health coverage for the prior year

Anthem Health Account Plan (HAP)

Kaiser Health Account Plan (HAP)

PG&E Benefits Service Center

1-866-271-8144

Other health and wellness benefits

I NEED TO:

- ▶ Talk with a licensed EAP counselor and get help with day-to-day stresses and concerns

Employee Assistance Program (EAP)

Administered by Beacon Health Options

Onsite counselors

Find counselor contact information and hours:

mygebenefits.com/EAP

Online appointment scheduler

Schedule video, phone or in-person visits directly online:

pge.mybeaconwellbeing.com/support

Supported browsers are Chrome, Firefox, Safari, Edge

24/7 hotline

1-888-445-4436

- ▶ Find out about COBRA coverage and costs

COBRA

Administered by HealthEquity | WageWorks

Representatives are available

Monday–Friday, 5 a.m.–5 p.m. Pacific time

1-866-271-8144, option 3

healthequity.com/wageworks

- ▶ Open a Leave or Disability Claim

Sedgwick, CMS

Representatives are available

Monday–Friday, 5 a.m.–5 p.m.

1-855-732-8217

claimlookup.com/pge

- ▶ Pay restitution for covering ineligible dependents

Direct billing

Administered by HealthEquity | WageWorks

Representatives are available

Monday–Friday, 5 a.m.–5 p.m. Pacific time

1-866-271-8144, option 3

healthequity.com/wageworks

- ▶ Find out how to schedule a virtual doctor, psychiatry or counseling appointment

Telehealth

1-888-548-3432

Email customersupport@livehealthonline.com

Kaiser Video Visits

kp.org/mydoctor/videovisits

- ▶ Anthem members:
Learn about Anthem’s cancer case management program

Anthem cancer case management program

Representatives are available

Monday–Friday, 9 a.m.–8 p.m. and

Saturday, 9 a.m.–4:30 p.m. Pacific time

1-888-613-1130

- ▶ Get confidential help managing health concerns

KnovaSolutions

Representatives are available

Monday–Friday, 5 a.m.–5 p.m. Pacific time

1-800-355-0885

ContactKnova@hcmsgroup.com

- ▶ Find out about the PG&E Health Center

PG&E Health Center

Concord Gateway: 1850 Concord Boulevard,

Third Floor, Room 3039, Concord, CA 94520

Clinic hours: Monday–Friday, 7:45 a.m.–4:15 p.m.

Lab hours: Monday–Friday, 8 a.m.–1 p.m.

628-201-3555

mypremisehealth.com

- ▶ Report work-related discomfort or injury

24/7 Nurse Care Line

1-888-449-7787

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Other health and wellness benefits

continued from previous page

- ▶ Get free sports medicine and ergonomic help at work

Industrial Athlete and Ergonomics

Email industrialathlete@pge.com or ergonomics@pge.com

- ▶ Talk to someone who is in recovery from his or her own substance use disorder or that of a loved one

Peer Volunteer Program

Peer Volunteers are available 24/7

Call any Peer Volunteer listed at peervolunteers.org

or

call the EAP at **1-888-445-4436**

and ask to have a Peer Volunteer call you back

Retirement benefits

I NEED TO:


- ▶ Get help with my 401(k)

Fidelity

Representatives are available Monday–Friday except New York Stock Exchange holidays, 5:30 a.m.–9 p.m. Pacific time

Log in to your NetBenefits account at 401k.com

1-877-PGE-401k (1-877-743-4015)

 NetBenefits app

- ▶ Get help with my retirement questions

PG&E Pension Service Center

Representatives are available Monday–Friday except holidays, 7:30 a.m.–5 p.m. Pacific time

1-800-700-0057

Beneficiary updates

I NEED TO:

- ▶ Elect or update my beneficiary for life and accident insurance

Log in to your myPlans Connect account mypgebenefits.com

OR


Call the PG&E Benefits Service Center

1-866-271-8144, option 1 and then **option 5**

- ▶ Elect or update my beneficiary for the 401(k)—PG&E Retirement Savings Plan

Log in to your NetBenefits account

401k.com

 NetBenefits app

- ▶ Elect or update my pre-retirement beneficiaries for the pension—PG&E Retirement Plan

Log in to your PG&E PensionConnect account at myPensionConnect.com

OR

Call the PG&E Pension Service Center

1-800-700-0057

Address updates

I NEED TO:

- ▶ Update my address or phone number

Log in from work [PG&E@Work for Me > My Personal Information](#)

OR

Call the PG&E HR Help Line

415-973-4357

Submit a ticket through [AskHR](#)

Other work/life benefits

I NEED TO:

- ▶ Enroll in the Commuter Transit Program, change or cancel my order or file a claim

Commuter Transit Program

Administered by HealthEquity | WageWorks
Representatives are available
Monday–Friday, 5 a.m.–5 p.m. Pacific time

1-866-271-8144, option 1 and then **option 1**
again

Log in to your HealthEquity | WageWorks account
through myPlans Connect or
healthequity.com/wageworks

- ▶ Change my Paid Sick Leave Designee

PG&E HR Help Line

Representatives are available
Monday–Friday, 8 a.m.–4 p.m.

415-973-4357

<http://askhr>

- ▶ Request medical assistance or get help with lost items while traveling

Travel assistance

Administered by AXA Assistance USA, Inc.
Representatives are available 24/7

1-800-454-3679

webcorp.axa-assistance.com

Login: axa/Password: travelassist

- ▶ Find locations of Lactation Rooms at Work

Lactation Rooms at Work

mypgebenefits.com >

Work/Life Benefits > Lactation Rooms at Work

- ▶ Learn about work accommodations for special needs

Stay at Work, Return to Work, Absence and Accommodations

Email accommodations-req.pge.com

More details

I NEED TO:

- ▶ Read details about my benefits

Summary of Benefits Handbook

Representatives are available
Monday–Friday, 7:30 a.m.–5 p.m. Pacific time

1-866-271-8144, option 1 and then
option 5, to request a free copy
mypgebenefits.com/spd

- ▶ Access my legal notices

mypgebenefits.com >
Resources > Legal Notices

- ▶ Get information and publications from the Internal Revenue Service (IRS)

IRS Publications

1-800-829-3676

www.irs.gov

Safety

I NEED TO:

- ▶ Report a motor vehicle incident (MVI)

Motor Vehicle Incident

pgeweb/shareservices/safety

- ▶ Report a near hit

Share Near Hit

1-866-268-6682

Other financial services

I NEED TO:

- ▶ Make life insurance changes

Life insurance

Insured by MetLife; Group Number 74300
Representatives are available
Monday–Friday, 7:30 a.m.–5 p.m. Pacific time

1-866-271-8144, option 1 and then **option 5**

Don't call MetLife. Instead, log in to your myPlans Connect account. MetLife is not the administrator until after you file a claim.

mygebenefits.com

- ▶ Get help preparing a will or managing the probate process for my estate

Will preparation and estate resolution services

Administered by Hyatt Legal Plans;
Group Number 74300
Representatives are available
Monday–Friday, 5 a.m.–4 p.m. Pacific time

1-800-821-6400

Trusts and estate planning

No-cost consultation and discounted services are available through the Employee Assistance Program (EAP)

1-888-445-4436

pge.mybeaconwellbeing.com/legal

- ▶ Get help planning or paying for a funeral

Funeral discount and planning services

Administered by MetLife Advantages and Dignity Memorial
Dignity Memorial representatives are available
24/7, 365 days/year

1-866-853-0954

finalwishesplanning.com

Work-related concerns

I NEED TO:

- ▶ Ask about my job classification or title

PG&E HR Help Line

Representatives are available
Monday–Friday, 8 a.m.–4 p.m. Pacific time

415-973-4357

<http://askhr>

- ▶ Access my work-related information

PG&E@Work for Me

<https://myportal.pge.com> (PG&E intranet)

- ▶ Get help with computer and phone issues, including remote access

PG&E Technology Service Center (TSC)

Representatives are available
24 hours a day, 7 days a week

Utility employees: **415-973-9000**

PG&E Corporation employees: **415-267-7025**

- ▶ Find out about my pay, benefits, time off and other HR-related questions

PG&E@Work for Me > Human Resources

<http://pgeweb/hr/pages/default.aspx>
(PG&E intranet)