

# CONTACT INFORMATION

Below you will find the contact information for your benefit carriers and other useful contacts. Each carrier has a dedicated team to answer your questions. Please contact your carrier first via toll free number or email. If you are unable to get help, please contact the Office of Employee Benefits by calling 410-396-5830 8:30 a.m. – 4:30 p.m. ET Monday through Friday or emailing [Openenrollment@Baltimorecity.gov](mailto:Openenrollment@Baltimorecity.gov).

Provider	How to Contact
BlueChoice Advantage (PPO) (Non-Medicare Retirees/ Retirees *pending CMS approval)	Call: (800) 535-2292 Visit: <a href="http://www.carefirst.com">www.carefirst.com</a>
*Aetna Medicare Advantage Plan (MAPD) with #Prescription Drug Benefits (CMS approved Retirees)	Call: (855) 335-1407 (TTY 711) Visit: <a href="http://www.aetnaretireeplans.com">www.aetnaretireeplans.com</a> (visit link for drug formulary)
**Aetna Open Choice (PPO) (Non-Medicare Retiree/Dependents of CMS approved Medicare Retirees)	Call: (877) 440-4711 Visit: <a href="http://www.aetna.com">www.aetna.com</a>
Kaiser Permanente (HMO) (Non-Medicare Retirees and dependents)	Call: (866) 248-0715 Visit: <a href="http://www.kaiserpermanente.org">www.kaiserpermanente.org</a>
Kaiser Medicare Advantage Plan (MAPD) with #Prescription Drug Benefits (CMS approved Retirees)	Call: (866) 248-0715 Visit: <a href="http://www.kaiserpermanente.org">www.kaiserpermanente.org</a> Visit: <a href="http://www.kp.org/seniorrx">www.kp.org/seniorrx</a> (for drug formulary)
CVS Caremark Prescription Plan (Non-Medicare Retirees/retirees *pending CMS approval)	Call: 1-866-234-6781 Visit: <a href="http://www.Caremark.com">www.Caremark.com</a>
NVA- National Vision Administrators	Call: (800) 672-7723 Visit: <a href="http://www.e-nva.com">www.e-nva.com</a>
MetLife - Optional Life and ADD	Call: (866) 492-6983 Visit: <a href="http://www.metlife.com/mybenefits">www.metlife.com/mybenefits</a>
United Concordia Dental (DHMO/DPPO)	Call: (866) 851-7568 Visit: <a href="http://www.unitedconcordia.com/cityofbaltimore">www.unitedconcordia.com/cityofbaltimore</a>

Retirement Agencies	How to Contact	Helpful Contacts	How to Contact
Baltimore City Employee Retirement System (ERS)	Call: (877) 273-7136 Visit: <a href="http://www.bcercs.org">www.bcercs.org</a>	Centers for Medicare & Medicaid Services	Call: 1 (800) MEDICARE ((800) 633-4227) TTY: (877) 486-2048 Visit: <a href="https://www.medicare.gov/">https://www.medicare.gov/</a> Visit: <a href="https://www.cms.gov/">https://www.cms.gov/</a>
Fire & Police Retirement System (FPR)	Call: (888) 410-1600 Visit: <a href="http://www.bcfpers.org">www.bcfpers.org</a>	Social Security Administration	Call: (800) 772-1213 TTY: (800) 325-0778 Visit: <a href="https://www.ssa.gov/">https://www.ssa.gov/</a>
Maryland State Retirement System (MSRP)	Call: (800) 492-5909 Visit: <a href="http://sra.maryland.gov/">sra.maryland.gov/</a>	Office of Employee Benefits	Call: 410-396-5830 Email: <a href="mailto:Openenrollment@Baltimorecity.gov">Openenrollment@Baltimorecity.gov</a> Fax: 410-396-5216 7 E Redwood St, 20th Fl. Baltimore, MD 21202