

Benefits Frequently Asked Questions Insurance and Employee Benefits

- 1. What is the contact information for the Teacher Retirement System of Texas?**
1000 Red River Street
Austin, Texas 78701-2698
1-800-223-8778
- 2. What is the phone number to file a claim with the Disability Insurance plan offered by Aetna?**
1-888-266-2917
- 3. What is the phone number to SAISD's third party administrator for 403(b) retirement plans and salary reduction agreements?**
TCG Administrators 1-800-943-9179
- 4. What are the phone numbers for Aetna?**
Aetna Health Plans: 1-855-222-0613
Aetna Dental Plan: 1-855-222-0613
Pharmacy: 1-888-792-3862
Visit Aetna's website at: www.aetna.com
- 5. What is the phone number for Davis Vision?**
Davis Vision Plan: 1-800-999-5431
Visit Davis Vision website at: www.davisvision.com
- 6. What are our group numbers?**
Aetna Health: 285552
Aetna Dental: 285552
- 7. What is Aetna Employee Assistance Program and how many I contact them?**
 - a. Sometimes you need help and guidance with life situations, relationships, work, money, legal, family and every day issues, is there for the employee and their family any day, any time. SAISD provides the Aetna Employee Assistance Program at no cost to the employee and their eligible dependents.
 - b. You may call the Aetna Employee Assistance Program (Resources for Living) at 1-888-238-6232.

8. What is the Aetna Concierge Service line and how may I contact them?

Aetna's Concierge Service line can help answer questions about **any** of your benefits.

- Finding a doctor
- Learning about your coverage
- Planning for an upcoming treatment/procedure
- Scheduling appointments

You may call the Aetna Concierge Service Line at 1-855-222-0613.

9. How do I make a change on my insurance?

- a. Call Human Resources office of Employee Benefits, Risk Management & Safety at 210-554-8660 to discuss type of change and reason for change.

10. How do I get a new ID card from Aetna?

- a. You may call the Aetna Concierge Service Line at 1-855-222-0613

11. Which pharmacies can we use through Aetna Health coverage?

- a. HEB, Wal-Mart, Walgreens, Target and CVS

12. How do I change my address with the school district?

- a. This can be done in writing to Human Resources at 141 Lavaca St, SA, TX 78210