

Benefits Frequently Asked Questions Insurance and Employee Benefits

What is the contact information for the Teacher Retirement System of Texas?

1000 Red River Street
Austin, Texas 78701-9758
1-800-223-8778

What is the phone number to SAISD's third party administrator for 403(b)/457 retirement plans and salary reduction agreements?

TCG Administrators 1-800-943-9179

What are the phone numbers for Aetna?

Onsite Representative: Sonja Rogers 240-563-2471 tpcsrogers@saisd.net
Aetna Medical/Dental Concierge Service Line: 1-855-222-0613
Employee Assistance Program-Resources for Living: 1-888-238-6232
Visit Aetna's website at: www.aetna.com

What is the Aetna Concierge Service line?

Aetna's concierge Service line can help answer questions about any 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

What are our group numbers for Aetna?

Aetna Medical/Dental: 28552

What is the Employee Assistance Program (Resources for Living)?

Sometimes you need help and guidance with life situations, relationships, work, money, legal, family and every day issues. Resources for Living is there for the employee and their family any day, any time. SAISD provides the program at no cost to the employee and their eligible dependents. You may call the Employee Assistance Program at 1-888-238-6232.

How do I make a change on my insurance?

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

How do I get a new ID card from Aetna?

You may do any of the following:

- Call the Aetna Concierge Line at 1-855-222-0613
- You may also log onto www.aetna.com to order new cards
- Contact Sonja Rogers, our Aetna Onsite Representative at 240-563-2471

Which pharmacies can we use through Express Scripts?

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

How do I change my address with the school district?

This can be done by contacting the Human Resources Dept. on 141 Lavaca St. SA, TX 78210 at 210-554-8401.