

Who to Contact Quick Guide to Help You Determine Who to Call About Your PEBTF/REHP Benefits		
Active Members Contact the HR Service Center or Your HR Office if your agency is not supported by the HR service Center if you ...	Contact the PEBTF regarding ...	Contact the health plan if you want to...
866.377.2672 www.myWorkplace.state.pa.gov	800-522-7279 www.pebtf.org	
• have questions or need help enrolling yourself or dependents • need assistance completing forms • need help understanding payroll deductions • do not live in Pennsylvania • have questions about other benefits offered to you such as the Dependent Care Account Program (FCAP), life insurance, home and auto, etc.	• health coverage options, including copays and deductibles • the Get Healthy program • qualifying life events and when you can change health plans outside of open enrollment • spousal attestation processing • your disabled dependents • resolve insurance claim issues • assist with appeals • COBRA benefits • continuing health benefits while on leave without pay	• verify if health care providers or medical facilities are in network (or medical plan’s website) • review medical bills to identify duplicate or erroneous charges • explain complex medical conditions (medical plan’s care manager or your physician) • discuss the level of benefits or transition of care from one plan to another; including transfer of medical records • coordinate care for complex medical conditions (medical plan’s care manager) • facilitate preauthorizations • Health Care Cost Estimators – on plans’ websites
Retiree Members Contact the State Employees’ Retirement System (SERS) if you ...	Need help connecting with the PEBTF?	
1-800-633-5461	711—PA Relay can assist employees who are deaf, hard of hearing or speech-impaired. The PEBTF can connect members who speak languages other than English to interpreter services upon request.	Choice PPO – Aetna 800-991-9222 Basic PPO – Highmark 888-301-9273 PEBTF Custom HMO Aetna 800-991-9222 Geisinger 844-863-6850 Aetna Open Access Medicare PPO 888-272-5651
• have questions or need help enrolling yourself or dependents • need help understanding retirement eligibility/retiree health care contributions • have questions about your pension Need help connecting with the HR Service Center or SERS? 711—PA Relay can assist employees who are deaf, hard of hearing or speech-impaired. The HR Service Center can connect employees who speak languages other than English to interpreter services upon request.		