



# Important Contact Information

For Hourly Members (Marketplace, Local 150/Fund Office Staff) and All Monthly Members (Landscapers, Municipalities, Non-Bargaining Employees, Owner Operator/Relative Shareholder, Plantsmen)

Type of Question or Issue	Contact	Phone Number	Website	Hrs of Operation (CT)
<b>MOE Health Plan Marketplace Call Center Available ONLY During Open Enrollment: 1/17/2022 - 2/28/2022</b>				
Enroll Members into a Health Plan Option, Transfer Credits to RMSP (if eligible), Assist with Beneficiary Designations	BCBS Licensed Navigators	844-693-1467	www.My150.com	M-F: 8am-7pm Sat: 8am-noon
<b>Fringe Benefit Funds</b>				
General Fringe Benefit Funds Information	Fund Office	Phone: 708-482-7300 Fax: 708-482-3056	www.moefunds.com	M-F: 8am-5pm Sat: 8am-noon
COBRA		Phone: 708-579-6635 Fax: 708-482-3726		
Reciprocity/Check Stub Credits (A/R Department)		Phone: 708-579-6620 Fax: 708-482-3756		
Vacation Savings		Phone: 708-937-1741		
<b>Retirement Services Group</b>				
Pension Options, Retirement Enhancement Fund, Transferring Credits to RMSP Account, Working in Retirement	Pension Department	Phone: 708-579-6630 Fax: 708-354-7732	www.moefunds.com	M-F: 8am-5pm Sat: 8am-noon
<b>Benefits &amp; Eligibility Services Group</b>				
Eligibility for all fringe benefits, active member packets, RWP eligibility, disability, death benefits	Benefits & Eligibility Services Group	Phone: 708-937-0327 Fax: 708-352-3310	www.moefunds.com	M-F: 8am-7pm Sat: 8am-noon
<b>Member Services Department</b>				
Eligibility Review/Hours Coverage, Plan Option Coverage	Member Services	Phone: 708-579-6600 Fax: 708-352-3310	www.My150.com www.moefunds.com	M-W, F: 8am-5pm Th: 9am-5pm Sat: 8am-noon
Benefit Seminars, Health Plan Options, Credit Banks		708-579-6675		
OHC Plan		708-579-6668		
Family Supplemental Benefit, Life Changing Events, RMSP Account Claims, Basic Death Benefit, Medical Claim Questions		Phone: 708-579-6600 Fax: 708-352-3310		
<b>Pharmacy Department</b>				
Pharmacy Questions	MOE Pharmacy Benefit Department	Phone: 708-387-8331 Fax: 630-490-0027	www.moefunds.com	M-F: 8am-5pm
	OptumRx Customer Care	Phone: 855-MYRX150 (855-697-9150)	www.optumrx.com	24/7
	RWP Medicare PDP			
	Optum Member Services	Phone: 866-868-2493 TTY Users: 711		
	Optum Enrollment Services	Phone: 855-235-1405 TTY Users: 711		M-F: 8am - 8pm (except holidays)
<b>Operators' Health Center (OHC)/MinuteClinic™ Partnership</b>				
Countryside, IL OHC	6150 Joliet Rd. Suite OHC Countryside, IL 60525	Phone: 708-485-2273 Fax: 708-352-0845	Website: operatorshealthcenter.com	M-W, F: 9am-5pm Th: 10am-7pm Sat: 8am-noon Lab blood draws only: Tu, Sat: 7am-9am
Merrillville, IN OHC	8900 Broadway Suite B Merrillville, IN 46410	Phone: 219-525-1150 Fax: 219-525-1507	Patient Portal: www.mypremisehealth.com	M, Th, F: 9am-5pm Tu, W: 10am-7pm Lab blood draws only: Th: 7am-9am
MinuteClinic™ (Find nearest clinic to you and schedule an appointment when the OHC is not available)	Depends on location	General MinuteClinic™ Phone: 866-389-2727	www.minuteclinic.com www.moefunds.com	Depends on location



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<b>Activate (Union Division of Everside Health) Partnership</b>				
Davenport, IA Activate	4624 Progress Drive, Suite A Davenport, IA 52806	Phone: 563-214-1599	Website: eversidehealth.com/local150	M-Th: 6am-6pm F: 6am-11am
Rockford, IL Activate	3413 Colony Bay Drive Rockford, IL 61109	Phone: 779-368-0757		M: 7am-6pm Tu: 6am-6pm W: 8am-5pm Th: 9am-7pm F, Sat: 8am-noon
<b>Additional Vendor Information</b>				
Retirement Enhancement Fund, Asset Allocations, Distributions, Beneficiary Designations	Fidelity Investments	Phone: 866-848-6466	www.fidelity.com/atwork	M-F: 7am-11pm
<b>Death Benefits (Insurance)</b> <ul style="list-style-type: none"> <li>Tax-free Basic Life (active members)</li> <li>Tax-free Post-Retirement Lump Sum Death Benefit (retirees of Pension Fund)</li> <li>Supplemental Life Insurance - (Sponsored by MCL - member-only benefits)</li> </ul>	Voya Financial (call center support)	Phone: 888-212-7822	www.coalitionoflabor.org	M-F: 8am-6pm
<b>OHC Health Plan Option - Network Includes:</b> <ul style="list-style-type: none"> <li>Operators' Health Centers in Countryside &amp; Merrillville</li> <li>Activate (Union Division of Everside Health) in Rockford, IL &amp; Davenport, IA</li> <li>Advocate facilities and providers in HST Care Connect Network</li> <li>Methodist Hospital System</li> <li>Community Hospital System</li> <li>MinuteClinic</li> <li>ATI Physical Therapy</li> <li>Absolute Solutions</li> </ul>	HST Care Connect	Phone: 888-837-2237 Fax: 949-891-0420	www.moefunds.hstechnology.com	M-W, F: 8am-5pm Th: 9am-5pm Sat: 8am-noon
	Patient Advocacy Center (PAC)	Specialized OHC Member Services Representative	Phone: 708-579-6668	
	Valenz Care (certification)	Phone: 855-298-0493	www.valenzhealth.com	M-F: 8am-5pm
EPO (Modified HMO) Health Plan Option	BCBS Member Services	Phone: 888-775-6874	www.bcbsil.com	M-F: 7am-8pm Sat: 8am-5pm
BlueCross BlueShield PPO	BCBS Member Services	Phone: 800-810-2583		
Dental Benefits	Delta Dental	Phone: 800-323-1743	www.deltadentalil.com	M-Th: 7am-7pm F: 7am-6pm (24/7 automated service)
Case Manager/Authorization/Certification	Valenz Care	Phone: 855-298-0493	www.valenzhealth.com	M-F: 8:30am-5pm
Vision Provider	EyeMed	Phone: 866-393-3401	www.eyemed.com	M-Sat: 6:30am-10pm Sun: 10am-7pm
Hearing Aid Discount	Amplifon	Phone: 877-203-0675	N/A	M-F: 7am-7pm
Physical Therapy	ATI	Phone: 833-ATI-0001	www.atipt.com/moe	M-F: 7am-7pm Sat: 8am-noon
Member Assistance Program (MAP), Substance Abuse, Legal Guidance, Dealing with Stress, Financial Questions	Employee Resource Systems, Inc.	Phone: 855-374-1674	Mylifeexpert.com Company Code: moemap	M-F: 8am-5pm (24/7 automated service)
Imaging Network	Absolute Solutions	Phone: 800-321-5040 Fax: 888-893-5330	www.absolutedx.com	M-F: 7am - 7pm
<b>My150/Union Dues/Member-Only Benefits</b>				
My150 Technical Issues or Website Errors, My150 Password Reset	My150 Community Support Line (ACC)	Phone: 888-220-3599	www.My150.com	M-F: 8am-7pm Sat: 8am-noon
Union Dues Payment	Local 150	Phone: 708-579-6629	www.My150.com	M-F: 8am-5pm Th: 8am-7pm



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<b>Member-Only Benefits (Additional FREE services provided by the MCL)</b>	Midwest Coalition of Labor (MCL)	Phone: 800-433-2099	www.coalitionoflabor.org	M-F: 8am-5pm
<b>Government Agencies</b>				
Social Security, Normal Retirement Age, Retirement, Disability, Survivor Benefits	Social Security Administration	Phone: 800-772-1213	www.ssa.gov	M-F: 7am-7pm (24/7 automated service)
Medicare Benefits (Part A, Part B, Part C, Part D), Eligibility, Claims, Medicare Cards	Medicare	Phone: 800-633-4227	www.medicare.gov	24/7
Federal Taxes, State Taxes, Rollover Information	IRS	Phone: 800-829-1040	www.irs.gov	M-F: 7am-7pm
<b>Additional Resources</b>				
General Information for Municipalities - Member Services	Illinois Municipal Retirement Fund (IMRF)	Phone: 800-275-4673 Fax: 630-706-4289	www.imrf.org	M-F: 7:30am-5:30pm
	Indiana Public Retirement System (INPRS)	Phone: 844-464-6777 Fax: 866-591-9441	http://in.gov/inprs/	M-F: 8am-5pm Sat: 8am-noon
Central Pension Fund (CPF)	Reciprocity, pension benefits	Phone: 202-362-1000	cpfiuoe.org	M-F 8:30am - 1:00pm 2:00pm - 5:00pm
International Union Operating Engineers (IUOE)		Phone: 202-429-9100	iuoe.org	
<b>Fund Office Advocates</b>				
Diane Pierson, Member Advocate	Handles escalated questions regarding claims, eligibility, benefit denials, appeals	Phone: 708-579-6672 Fax: 708-482-4184 Email: welfareadvocate@moe funds.com	www.moefunds.com	M-F: 8am-5pm
Tanya Reed, Retiree Member Advocate	Handles retirement planning sessions, complex retirement issues, Retirement Enhancement Fund issues, appeals	Phone: 708-937-1744 Fax: 708-354-7732 Email: retireeadvocate@moe funds.com		
Tracy Biela, Pharmacy Advocate	Handles escalated pharmacy issues, refills, appeals, specialty medications	Phone: 708-387-8331 Fax: 630-490-0027 Email: pharmacyadvocate@moe funds.com		