

Getting Answers to Your Questions

If you have any questions, contact the appropriate provider listed below.



Benefit	Phone	Web	Comments/E-mail
Health			
Anthem: Purdue Health Plan, Purdue Health Plan + HSA 1, Purdue Health Plan + HSA 2 Nurseline:	855-502-6365 888-279-5449	Anthem.com	Plan Type / Network: PPO Plan Name: Blue Access (PPO) for in-state providers National PPO (BlueCard PPO) for out-of-state providers
Pharmacy: CVS Caremark Express Scripts (claims prior to 01/01/2018)	866-234-7061 877-845-2795	www.caremark.com www.express-scripts.com	
Castlight Health	888-272-9572	www.purdue.edu/castlight	
Center for Healthy Living			
Health and Wellness Team	765-494-0111	www.purdue.edu/healthyliving	
Flexible Spending Accounts (FSA) + Health Savings Accounts (HSA)			
PayFlex FSA, HSA+LPPFSA	888-879-1454 Fax claims to 866-932-2567	www.payflex.com	
Dental			
Anthem Dental	877-604-2142	www.anthem.com/mydentalvision	Plan Network: Dental Complete
Delta Dental (For current Graduate Staff and claims for faculty/staff prior to 01/01/2017)	800-524-0149	www.deltadentalin.com	Delta Dental uses your PUID (minus first zero) for identification
Vision			
Vision Service Plan (VSP)	800-877-7195	www.vsp.com	*VSP uses your PUID for identification
Retirement			
Fidelity	800-343-0860 General 800-544-6868 Local office	https://nb.fidelity.com/public/nb/default/home	
PERF (INPRS)	888-526-1687	www.in.gov/perf	questions@perf.in.gov
TIAA/CREF (Prior Plan Administrator)	800-842-2776 General 765-497-8740 Local office	www.tiaa-cref.org/purdue	
Term Life Insurance, and AD&D			
Minnesota Life	866-293-6047	www.lifebenefits.com	
Workers Compensation			
JWF Specialty Co.	800-359-6659	www.purdue.edu/hr/Benefits/wc.html	*Contact JWF directly to report a claim or for claim questions.
COBRA			
Infinisource	800-594-6957	http://www.infinisource.com/#COBRA_Federal_Regulation_PDF.aspx	tblack@purdue.edu
Voluntary Benefits			
Accidental Insurance – Metlife	800-438-6388 (Customer svc.) or 866-626-3705 (Claims)	mybenefits.metlife.com	
Critical Illness – Metlife	800-438-6388 (Customer svc.) or 866-626-3705 (Claims)	mybenefits.metlife.com	
Home/Auto – Liberty Mutual	888-398-8924	www.libertymutual.com	
Legal – Hyatt Legal (MetLaw)	800-821-6400	www.legalplans.com (use password: 6090111)	csc@legalplans.com
Long Term Care Insurance - Genworth	800-416-3624	longtermcare.genworth.com	
Pet Insurance –Nationwide	800-540-2016 (Customer svc.) or 877-738-7874 (Quote)	petinsurance.com/purdue	submitclaim@petinsurance.com
Supplemental Hospital Insurance -Metlife	800-438-6388 (Customer svc.) or 866-626-3705 (Claims)	mybenefits.metlife.com	
Universal Life – Transamerica	888-763-7474	www.transamericabenefits.com	

Contact Purdue Benefits Customer Service by phone 765-494-2222, M-F, 7:30 a.m. - 5:30 p.m. or anytime by e-mail at hr@purdue.edu.