

Getting Answers to Your Questions

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

Benefit	Phone	Web	Comments/E-mail
Health			
CIGNA Healthcare: Purdue Choice Fund, Purdue Copay or Purdue Incentive	800-767-7141	CIGNA.com myCIGNA.com	Open Access Plus Only Network
Cigna Critical Case Management:	800-558-3644		
Pharmacy: CIGNA (Choice Fund 2011) Medco (all plans 2012)	800-767-7141 877-845-2795	myCIGNA.com www.medco.com	
Choose Well, Live Well (CWLW)			
CWLW Personal Health Team	800-767-7141	www.purdue.edu/cwlw	PurdueLiveWell@CIGNA.com
Flexible Spending Accounts			
CIGNA 2011	800-767-7141 fax claims to 877-823-8953	myCIGNA.com	*Use your CIGNA ID number when filing claims
Payflex 2012	800-284-4885	purdue.healthhub.com	
Vision			
Vision Service Plan (VSP)	800-877-7195	www.vsp.com	*VSP uses your PUID for identification
Retirement			
Fidelity (Plan Administrator 2011) PERF	800-343-0860 888-526-1687	www.plan.fidelity.com/purdue www.in.gov/perf	questions@perf.in.gov
TIAA/CREF (Prior Plan Administrator)	765-497-8740 locally or nationally at 866-842-3516	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	www.infinisource.net/ Infinisource/Benefit_ Resources/Federal_ Regulation_PDF.aspx	julie1@purdue.edu
Voluntary Benefits			
Dental – Delta Dental	800-524-0149	www.deltadentalin.com	*Delta Dental uses your PUID for identification
Accidental Insurance – Trustmark	800-918-8877	trustmarkins.com/ customersolutions	customeradvocate@trustmarkins.com
Critical Illness – UNUM	800-635-5597 (customer svc.) or 800-633-7479 (claims)	www.unum.com	
Home/Auto – MetLife	877-638-7515	mybenefits.metlife.com	
Legal – Hyatt Legal (MetLaw)	800-821-6400	www.legalplans.com (use password: 6090111)	csc@legalplans.com
Universal Life/Long Term Care – Trustmark	800-918-8877	trustmarkins.com/ customersolutions	customeradvocate@trustmarkins.com

Contact Purdue Benefits Customer Service by phone 765-494-2222, M-F, 8 a.m. - noon and 1 - 5 p.m. or anytime by e-mail at hr@purdue.edu.