

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: Express Scripts/Medco Castlight Health	877-845-2795 888-272-9572	www.express-scripts.com 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+LPFSA	888-879-1454 Fax claims to 866-932-2567	purdue.healthhub.com	
Dental			
Anthem Dental	877-604-2142	www.anthem.com	Plan Network: Dental Complete
Delta Dental (Claims prior to 1/1/2017)	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	tblackler@purdue.edu
Voluntary Benefits			
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 – Liberty Mutual	888-398-8924	www.libertymutual.com	
MetLife	877-638-7515	mybenefits.metlife.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	genworth.com/group/ltc	
Pet Insurance -VPI	877-PETS-VPI	petinsurance.com/purdue	Submitclaim@petinsurance.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, 7:30 a.m. - 5:30 p.m. or anytime by e-mail at hr@purdue.edu.