

NKC SCHOOLS BENEFITS

Who Do I Contact?

BENEFITS WEB PAGE:

www.nkcschoolsbenefits.com

Most of the answers to your questions may be found here before needing to call anyone.

Benefits Specialist

- Misty Miller misty.miller@nkcschools.org, 321-6078, Provide employee ID number when leaving message

Medical Insurance:

- Aetna Concierge: 866-983-0084 www.aetna.com
 - Lost ID Cards, Is a Particular Procedure Covered, Help Finding an In-Network Provider

Dental Insurance:

- Delta Dental of MO: 800-335-8266 www.deltadentalmo.com
 - Lost ID Cards, Is a Particular Procedure Covered, Help Finding an In-Network Provider

Vision Insurance:

- EyeMed: 866-939-3633 www.eyemed.com
 - Lost ID Cards, Is a Particular Procedure Covered, Help Finding an In-Network Provider

Flexible Spending Account (Medical or Dependent Care):

- Surency: 866-818-8805 www.surency.com
 - Account Balance, How to File a Claim, Is an Expense Eligible, Lost Debit Card

Health Savings Account (HSA):

- PayFlex: 844-729-3539, www.payflex.com
- UMB (Association with NKC Schools ended 6/30/2020): 866-520-4472 <https://hsa.umb.com/>
 - Account Balance, How to File a Claim, Is an Expense Eligible, Lost Debit Card

Other Insurances:

- Life & Disability**: 800-441-6455 (Guardian-Group#: 489773)
- Critical Illness**: 800-268-2525 (Guardian- Group#: 571809)
- Accident**: 800-541-7846 (Guardian- Group#: 571809)
- Hospital Indemnity**: 800-541-7846 (Guardian- Group#: 571809)
- Permanent Life w/ LTC: 800-918-8877 (Trustmark- Client#: 7730) Claims questions: 877-201-9373
- Identity Theft: 800-789-2720 (InfoArmor- Policy#: 2408)
 - How to File a Claim, How Will I be Paid?

Employee Assistance Program (EAP):

- Guardian: 800-386-7055; Web: www.ibhworklife.com, User Name: Matters, Password: wlm70101

Beneficiary Change or Enrollment Questions:

- Avant 844-831-0501
 - What benefits did I enroll in? Did I enroll my spouse or children? When does my coverage begin?

Wellness

- Misty Miller 816-321-6078, misty.miller@nkcschools.org (TEMPORARY CONTACT)
 - Attain, Biometric Screenings/HRA, Flu Shots, Mobile Mammogram, Wellness Coaching, Challenges, Classes

Leaves (FMLA/Workers' Comp)

- Melody Wood 816-321-6508, melody.wood@nkcschools.org

**NKCS is a self-bill group with Guardian. They do not know specific names of who has coverage until a claim is filed, but can answer general questions by providing the Group number.