



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)

This table will help you find the right contacts for your specific needs.

Type of Question or Issue	Contact	Phone Number	Website	Hours of Operation (CT)
MOE Health Plan Marketplace Call Center Available ONLY During Open Enrollment: 1/13/2020 - 2/29/2020				
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
Fringe Benefit Funds				
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		
Retirement Services Group				
Pension Options, Retirement Enhancement Fund, Transferring Credits to RMSP Account, Working in Retirement, Post-Retirement Death Benefit	Pension Department	Phone: 708-579-6630 Fax: 708-354-7732	www.moefunds.com	M-F: 8am-5pm Sat: 8am-noon
Retiree Welfare Plan Eligibility, RWP Self-Payments	Retiree Welfare Plan Department	Phone: 708-937-0327 Fax: 708-354-7732		
Member Services Department				
Eligibility/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		
Pharmacy Department				
Pharmacy Questions	MOE Pharmacy Benefits Department	Phone: 708-387-8331 Fax: 630-490-0027	www.moefunds.com	M-F: 8am-5pm
	OptumRx Customer Care	855-MYRX150 (855-697-9150)	www.optumrx.com	24/7
Operators' Health Center (OHC)/MinuteClinic™ Partnership				
Countryside, IL OHC	6150 Joliet Rd. Suite OHC Countryside, IL 60525	Phone: 708-485-2273 Fax: 708-352-0845	https://mypremisehealth.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		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™ 866-389-2727	www.minuteclinic.com www.moefunds.com	Depends on location
Additional Vendor Information				
Retirement Enhancement Fund, Asset Allocations, Distributions, Beneficiary Designations	Fidelity Investments	866-848-6466	www.fidelity.com/atwork	M-F: 7am-11pm
Supplemental Life Insurance (sponsored by MCL - member-only benefits)	Voya Financial (call center support)	888-212-7822	www.coalitionoflabor.org	M-F: 8am-6pm



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Type of Question or Issue	Contact	Phone Number	Website	Hours of Operation (CT)
OHC Health Plan Option	HST Care Connect - Advocate Network (locator)	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	708-579-6668	www.My150.com www.moefunds.com	
	Valenz Care (certification)	855-298-0493	www.valenzhealth.com	M-F: 8am-5pm
EPO (Modified HMO) Health Plan Option	BCBS Member Services	888-775-6874	www.bcbsil.com	M-F: 7am-8pm Sat: 8am-5pm
Dental Benefits	Delta Dental	800-323-1743	www.deltadentalil.com	M-Th: 7am-7pm F: 7am-6pm (24/7 automated service)
Case Manager/Authorization/Certification (effective November 1, 2019)	Valenz Care	855-298-0493	www.valenzhealth.com	M-F: 8:30am-5pm
Vision Provider	EyeMed	866-393-3401	www.eyemed.com	M-Sat: 6:30am-10pm Sun: 10am-7pm
Hearing Aid Discount	Amplifon	888-407-7177	N/A	M-F: 7am-7pm
Physical Therapy	ATI	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.	855-374-1674	www.ers-eap.com Username: MOE Password: MAP	M-F: 8am-5pm (24/7 automated service)
My150/Union Dues/Member-Only Benefits				
My150 Technical Issues or Website Errors, My150 Password Reset	My150 Community Support Line (ACC)	888-220-3599	www.My150.com	M-F: 8am-7pm Sat: 8am-noon
Union Dues Payment	Local 150	708-579-6629	www.My150.com	M-F: 8am-5pm Th: 8am-7pm
Member-Only Benefits	Midwest Coalition of Labor (MCL)	800-433-2099	www.coalitionoflabor.org	M-F: 8am-5pm
Government Agencies				
Social Security, Normal Retirement Age, Retirement, Disability, Survivor Benefits	Social Security Administration	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	800-633-4227	www.medicare.gov	24/7
Federal Taxes, State Taxes, Rollover Information	IRS	800-829-1040	www.irs.gov	M-F: 7am-7pm
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