

Customer Service and Contact Information

Arthur J. Gallagher & Co. is here to act as a liaison in your dealings with insurance carriers. If you have questions regarding your coverage or need assistance with claims, let us deal with the insurance company for you. Please contact anyone at Arthur J. Gallagher & Co. with questions regarding your benefits package.

Phone: 844-201-6875
Fax: 713-358-5255
Email: bac.hillcountrybenefits@ajg.com

**For information on how to enroll,
 please contact your Human Resources Department.**



Benefit	Carrier	Group Number/Network	Customer Service	Website
Medical	BlueCross BlueShield of Texas	Plan A Group # 215888 Plan B Group # 215888 Network: Blue Choice PPO	800-521-2227	www.bcbstx.com
Mail Order Pharmacy	Prime Mail	Group # 215888	877-357-7463	www.alliancerxwp.com/home-delivery
Dental	Aetna	Group # 284115 PPO Network: Participating Dental Network (PDN) DHMO - DHMO/DNO	877-238-6200	www.aetna.com
Vision	Humana	Group # 864709 Network: Insight	877-398-2980	www.humana.com
Basic Term Life and AD&D	Reliance Standard	Group # GL156248	800-351-7500	www.reliancestandard.com
Voluntary Life	Reliance Standard	Group # GL156247	800-351-7500	www.reliancestandard.com
Voluntary Short-Term Disability	Reliance Standard	Group # VPS327212	800-351-7500	www.reliancestandard.com
Voluntary Long-Term Disability	Reliance Standard	Group # VPL302191	800-351-7500	www.reliancestandard.com
Employee Assistance Program (EAP)	Alliance Work Partners	Registration Code: AWP-HCMHDD-4012	800-343-3822	www.awpnow.com
Flexible Spending Account (FSA)	Discovery Benefits	N/A	866-451-3399 Option 1, Opt 1	www.discoverybenefits.com
COBRA Administration	Discovery Benefits	N/A	866-451-3399 Option 1, Opt 2	www.discoverybenefits.com
Accident and Critical Illness	Aflac	N/A	800-840-6580 Ext: 3	connie_sprang@ajg.com
Online Enrollment	PlanSource	N/A	N/A	https://benefits.plansource.com
Online Healthcare Shopping	Benefits Value Advisor	N/A	800-521-2227 Ask for BVA support	www.bcbstx.com
Air and Ground Ambulance Service	MASA	N/A	830-423-3226	www.masamts.com