

Who Do I Contact?

Ventura County Health Care Plan (HMO)

Website: <http://www.vchealthcareplan.org>, Member Services Email: vchcp.memberservices@venturacounty.gov
 Customer Service (805) 981-5050 or (800) 600-8247
 24/7 Nurse Advice/Health Information (no copayment) (800) 334-9023
 Teladoc (24/7 doctor visit via telephone or web) (800) 835-2362
 Mail Order Pharmacy – Express Scripts (<https://www.express-scripts.com>) (800) 811-0293
 Behavioral Health – Optum Health Behavioral Solutions – Life Strategies (800) 851-7407

Blue Shield Medical Plans (Trio ACO HMO, Access+ HMO, and High-Deductible PPO)

Group# W0067449, Website: www.blueshieldca.com, myoptions.blueshieldca.com/Ventura
 TRIO ACO HMO Customer Service (855) 747-5800
 Access+ HMO and High-Deductible PPO Customer Service (855) 256-9404
 NurseHelp (available 24/7; no copayment) (877) 304-0504
 TelaDoc (24/7 doctor visit via telephone or web; typically, no copayment) (800) 835-2362
 Mail Order Pharmacy – Caremark (<https://www.blueshieldca.com/wellness/drugs/mail-service-prescriptions>) (866) 346-7200
 Blue Shield Mental Health Services (877) 263-9952

MetLife Dental PPO Plan

Group# 0154209 (PDP Plus Plan), Website: www.metlife.com/countyofventura or www.metlife.com/mybenefits
 Customer Service (Member Services office for Eligibility/Claims/Benefits/Pre-certifications) (800) 438-6388

EyeMed – Vision Plan

Group# 1041070, Website: <https://eyemed.com/en-us>
 Customer Service (866) 800-5457

Chard Snyder Flexible Spending Accounts (Dependent Care, Health Care, Limited-Purpose, and Transportation)

Website: <http://www.chard-snyder.com>, Customer Service Email: askpenny@chard-snyder.com
 Customer Service (800) 982-7715

HealthEquity HSA (for BlueShield HDHP-PPO enrollees only)

Website: <http://www.healthequity.com>
 Customer Service (866) 346-5800

County Retiree Health Benefits

Website: <https://hr.venturacounty.gov/benefits/retiree-health-benefits>; Email: retiree.benefits@venturacounty.gov (805) 477-1580

Optional Life Insurance/Basic Life Insurance – MetLife

Customer Service (Group Policy# 154209) (800) 638-6420
 Portability Customer Service (888) 252-3607

Long Term & Short Term Disability Insurance – MetLife

Customer Service (Group Policy# 154209) (800) 638-2242

Short Term Disability Insurance – COV Wage Supplement Plan (WSP)

Website: <https://hr.venturacounty.gov/benefits/absence-management-disability-plans> (805) 654-2780

Absence Management Program

Website: <https://hr.venturacounty.gov/benefits/absence-management-disability-plans>
 Absence Management Analyst Email: LOA.Benefits@venturacounty.gov (805) 677-8785

Employee Assistance Program (EAP)

Website: <https://hr.venturacounty.gov/benefits/employee-assistance-program> (805) 654-4327

Employee Emergency Assistance Program (EEAP)

Website: <https://hr.venturacounty.gov/benefits/employee-emergency-assistance-program> (805) 654-2269

Wellness Program

Website: <https://vcwell.venturacounty.gov/> (805) 654-2628

Lactation Accommodation Information

Website: <https://hr.venturacounty.gov/benefits> Email: WorkLife@venturacounty.gov (805) 654-3938

Deferred Compensation Program (401k and 457 Plans)

401K and 457 Plans: <https://dc.venturacounty.gov/> Email: Deferred.Compensation@venturacounty.gov (805) 654-2620
 Safe Harbor: <https://dc.venturacounty.gov/safe-harbor/> Email: Safe.Harbor@venturacounty.gov (805) 654-2921

COBRA/Direct Bill Administrator – Optum Financial

Website: <https://cobra.optumfinancial.com> (855) 687-2021

County of Ventura – CEO/HR/Benefits

800 S. Victoria Avenue, Loc# 1970, Ventura, CA 93009-1970

PHONE (805) 654-2570 FAX (805) 654-2665

Email: Benefits.ServiceRep@venturacounty.gov

Internet: <https://hr.venturacounty.gov/benefits>

Intranet: <http://myvcweb/index.php/hr/benefits/home>

