



2017 Benefits Contact Information

MEDICAL (mainland): **CIGNA – Group #3336575** (n/a to employees in Hawaii, Nassau & Guam)
CIGNA Pre-Enrollment Line (800) 401-4041 / www.CIGNA.com (ONLY AVAIL 10/15/16 – 11/21/16)
CIGNA Member Services (800) 244-6224 / www.MyCIGNA.com

DENTAL (mainland): **CIGNA – Group #3336575** (n/a to employees in Hawaii, Nassau and Guam)
CIGNA Pre-Enrollment Line (800) 401-4041 / www.CIGNA.com
CIGNA Member Services (800) 244-6224 / www.MyCIGNA.com

VISION: **DAVIS VISION – Group #00519018**
(877) 393-7363 or visit their website at www.GuardianAnytime.com

BASIC AND VOLUNTARY LIFE INS: **GUARDIAN – Group #00522081**
www.GuardianAnytime.com
Group Term Life: 800-525-4542

SHORT TERM & LONG TERM DISABILITY INS: **GUARDIAN -- Group #00522081**
www.GuardianAnytime.com
Short Term Disability: 800-268-2525
Long Term Disability: 800-538-4583
State Mandated Disability: 800-268-2525

ACCIDENT/CRITICAL ILLNESS/HOSPITAL INDEMNITY: **GUARDIAN – Group #00519018**
www.GuardianAnytime.com
Hospital Indemnity: 800-541-7846
Accident: 800-541-7846
Critical Illness: 800-268-2525

EMPLOYEE ASSISTANCE PLAN (EAP): **NEW DIRECTIONS BEHAVIORAL HEALTH**
(n/a for employees in Bahamas & Guam)

Free, confidential service available to Full time & Part Time Employees

Call Center Telephone Line: 800-624-5544 or www.ndbh.com *login= DGS

You can receive a wide range of services to help with everyday challenges. Many employees contact the EAP for help with: • Stress at Home and Work • Grief • Relationships • Depression & anxiety • Parenting questions • Substance Abuse • Financial Issues. Help is available 24 hours a day, 7 days a week.

401(K) PLAN: FIDELITY – Group #_35853 (available to Part Time and Full Time DGS Employees)

Enroll by Phone or Email: 1-800-347-2673 or visit www.401K.com.

Fidelity Savings Plan Service Center: 1 -(800) 417-2363 for other needs or assistance.

HOME, RENTERS & AUTO INSURANCE: METLIFE: 1 (800- GET-MET8 (1-800-438-6388)

Deductions for participants can be withdrawn directly from your DGS paycheck making timely payment easy to manage.

BENEFITS ENROLLMENT, HOW TO VIEW YOUR BENEFITS ANYTIME or for QUALIFIED LIFE EVENT CHANGES (*mid-year life events to add, change or cancel insurance*):

SmartBen

TO ENROLL or to review your Benefits, rates and find coverage details (i.e. deductibles, covered services, co-pays, etc.) throughout the year, visit the **SmartBen Enrollment Site**.

SmartBen Enrollment Website (available 24/7 and also by Smartphone)

- Log into SmartBen: <https://enroll.smartben.com>
- **Username:** 7 Digit employee number with DGS on the end (8123456DGS)
- **Password:** Eight digit date of birth MMDDYYYY (01011996)
- We encourage employees to save this web address to their “Favorites” on their computer for quick access to your benefits information & carrier contact numbers quickly throughout the year.

**FOR ASSISTANCE NAVIATING THE BenSmart SITE
OR FOR GENERAL BENEFITS QUESTIONS 1ST CONTACT:**

SmartBen Assist (877) 798-9374 (open 8 am to 8 pm EST)

SmartBen Assist email: DeltaGlobalServices@smartbenAssist.com

For all other questions or benefits matters that cannot be answered by the Carriers or by *DGS SmartBen Assist Team*, the HR Benefits Team can be reached at:

Benefits_DGS@delta.com

DGS Benefits HotLine (404) 677-2015

SECURED Fax: (404) 773-0726

Please allow up to a 72 business day hours response time – Open weekdays only