

# Hatch Benefits Resources

## When You Need Them



Understanding your benefits and how to access them puts your physical, emotional and financial wellness in your hands. Your 2023 Employee Benefits Guide is a great resource that describes your benefits and where to go if you have questions or need more information.

The EPIC Help Desk and your benefit carriers are also available to help you.

### EPIC Help Desk

Reach out to the EPIC Help Desk for assistance with general benefits questions and plan information, enrollment, changes in life events, and beneficiary designations.



- Call: 1-800-925-4802 Available M-F, 5AM-5PM PT
- Email: [epic-helpdesk@epicbrokers.com](mailto:epic-helpdesk@epicbrokers.com)
- Website: <http://hatch.epiceb.com>  
login: hatch / password: benefits

### Hatch Benefits Carrier Key Contact Information

#### Medical Coverage *Highmark BCBS administered by HealthNow Administrative Services*

- Call: 855-539-0012
- Email: [hnascustomerservice@hnas.com](mailto:hnascustomerservice@hnas.com)
- Member Website: [myhnas.com/Logon/](http://myhnas.com/Logon/)



**24/7 NurseLine:** 855-424-5400

**Find a Provider:** [www.myproviderconnect.com/find-a-doctor](http://www.myproviderconnect.com/find-a-doctor) (enter D3D as the first 3 letters of ID and select PPOBlue)

**For Virtual Provider Visits,** call Teladoc at 800-TELADOC (835-2362) or go to [Teladoc.com](http://Teladoc.com)

#### Prescription Drug Coverage *CVS Caremark*

- Call: 844-910-3912
- Website: [caremark.com](http://caremark.com)



#### Dental Coverage *Cigna*

- Call: 800-244-6224
- Online Chat: [cigna.com/contact-us](http://cigna.com/contact-us)
- Website: [cigna.com](http://cigna.com)



#### Vision Coverage *VSP*

- Call: 800-877-7195
- Email: [www.vsp.com/contact-us/email-customer-service](mailto:www.vsp.com/contact-us/email-customer-service)
- Website: [vsp.com](http://vsp.com)



#### Health Savings Account *HealthEquity*

- Call: 866-346-5800
- Website: [healthequity.com](http://healthequity.com)



#### Flexible Spending Accounts (FSAs) and Transportation Spending Account *WEX*

- Call: 866-451-3399
- Email: [customerservice@wexhealth.com](mailto:customerservice@wexhealth.com)
- Website: [wexinc.com/discovery-benefits](http://wexinc.com/discovery-benefits)



#### Supplemental Medical Plan *Voya Financial*

- Call: 877-236-7564
- Website: [presents.voya.com/EBRC/Hatch](http://presents.voya.com/EBRC/Hatch)



#### 401(k) Retirement Account *Schwab Workplace Retirement*

- Call: 800-724-7526
- Website: [workplace.schwab.com](http://workplace.schwab.com)



#### Life Insurance, AD&D and Disability *Prudential*

- Call: 800-524-0542
- Website: [prudential.com](http://prudential.com)



#### Employee Assistance Program (EAP) *TELUS Health*

- Call: 844-880-9142
- Website: [app.lifeworks.com](http://app.lifeworks.com)



#### Pet Insurance *Nationwide*

- Call: 877-738-7874
- Website: [PetsNationwide.com](http://PetsNationwide.com)  
(To enroll online, enter: Hatch)

