

## Who to Contact for Benefit Questions at Ameren

Depending on the type of benefit you need assistance with, here are the specific contacts:

### Benefit Questions

Need help but not sure where to start? This is a great starting point for general questions about your healthcare, pension and 401(k) benefits, including enrollment, eligibility, and more.

- **877.769.2637 (Select the most appropriate option based on your question)**
- **[myAmeren.com](https://myAmeren.com) (24/7 access to benefit information)**

### Benefit Contact List by Benefit Type / Provider Name

Resource	Website	Phone Number
<b>Alight Retiree Health Exchange</b> Supplemental Medicare coverage elections and RHRA reimbursements		877.769.2637, option 4
<b>Anthem BlueCross BlueShield</b> Medical coverage, claims, pre-approvals, in-network doctors, ID cards, etc.	Anthem.com  Telemedicine (Virtual Doctor Visit – 24/7 access to medical care): Livehealthonline.com	844.344.7410  24/7 NurseLine: 800.700.9184  Behavioral Health & Substance Abuse: 866.621.0554
<b>CVS Caremark</b> Prescription medications, cost and coverage.	Caremark.com  CVS Caremark Information Tool: Info.caremark.com/oe/Ameren	CVS Caremark: 877.817.0479  CVS Specialty Pharmacy: 800.237.2767
<b>Delta Dental</b> Dental and orthodontic coverage and claims.	Deltadentalmo.com	800.335.8266
<b>EQ</b> Ameren Stock Purchase Administration		800.255.2237
<b>Fidelity</b> For questions about HSA, 401(k), LTIP, Deferred Comp.	myAmeren.com > 401(k)/HSA/LTIP/Deferred Comp	877.769.2637, Option 1
<b>Live Well Program</b> Wellness Program	Ameren.com/LiveWell	Program and Incentives: <a href="mailto:LiveWell@Ameren.com">LiveWell@Ameren.com</a>

		Technical Support: 833.724.4637
<b>Long Term Disability (LTD)</b> LTD benefits or status of current claim		877.769.2637, option 5
<b>MetLife Legal Plans</b> Legal Assistance Services	myAmeren.com > myLife	800.821.6400
<b>MetLife Life Insurance</b> ALT Life Insurance	Mybenefits.metlife.com	800.524.0542
<b>myAmeren Login</b> Login and password support		877.769.2637, option 9
<b>OC Tanner</b> Service Award Vendor	<a href="http://www.octanner.com/customersupport">www.octanner.com/customersupport</a>	877.877.3730
<b>Payroll, Vacation, Sick Leave, or FMLA</b>	N/A	314.554.4357, Option 3
<b>Prudential</b> Life Insurance	Prudential.com	800.562.9874
<b>QDRO Consultants</b> Divorce of Qualified Domestic relations Orders	<a href="http://www.qdros.com">www.qdros.com</a>	877.769.2637, option 6
<b>Retirement Consultations</b> For employees of Ameren Missouri who are retiring within 4-6 months	<a href="#">Benefits Retirement Consultation</a>	877.769.2637, option 5
<b>SupportLinc</b> Co-Worker Support Services available 24 hours a day, 7 days a week	Supportlinc.com Group Code: Ameren	888.881.5462
<b>VSP Vision</b> Vision Coverage	Vsp.com	800.877.7195
<b>WageWorks/Health Equity</b> FSA, DORP and Commuter Pass	WageWorks.com  When registering, use the last 4 digits of your employee ID (not the last 4 of your SSN)	877.924.3967