

BENEFITS DIRECTORY

JACKSON HEALTH SYSTEM

Human Resources Capital Management

C/O HR Service Center
901 NW 17th Street Miami, FL 33136
Park Plaza East Red Garage 1st floor
of Jackson Memorial Medical Center
campus | Next to UM Bascom Palmer
Eye Institute
305-585-LIVE (5483)
AskHR@jhsmiami.org

Housestaff Office Department

East Tower, Room 1004
305-355-1122

BENEFITS ADMINISTRATOR

FBMC Benefits Management, Inc.

Benefits Service Center
Monday - Friday, 7 a.m. - 7 p.m. ET
1-855-56JHS4U (1-855-565-4748)
FBMC Online technical support:
techsupport@fbmc.com
myfbmc.com

FBMC On-Site Service Center

1611 N.W. 12th Avenue
Park Plaza West L-109B
Miami, FL 33136-1096
305-585-6512
JHSFieldOffice@fbmc.com

MEDICAL PROVIDER

Aetna

1-855-755-0507
www.jhs.aetna.com

SmartShopper

1-833-313-0145
smartshopper.com
<http://jhs.aetna.com/smartshopper>

Jackson First Concierge
305-585-2727

DENTAL PROVIDERS

Delta Dental

Delta Dental PPO - 800-521-2651
DeltaCare USA - 800-422-4234
PO Box 1809
Alpharetta, GA 30023-1809
PPO Group Number – 19083
DHMO Group Number – 78933
deltadentalins.com

VISION PROVIDER

Davis Vision by MetLife

Vision Processing Unit
PO Box 509
Troy, NY 12181
Member Service: 1-833-393-5433
metlife.com/mybenefits

FLEXIBLE SPENDING ACCOUNTS

Inspira Financial

2001 Spring Road, Suite 700
Oak Brook, IL 60523
Monday - Friday, 8 a.m. - 8 p.m. ET
Sat., 10 a.m. - 3 p.m. ET
1-800-284-4885

Toll-Free Claims Fax

1-855-703-5305

General Account Info - Voice Response

24 hours a day
1-800-284-4885
inspirafinancial.com

WELLNESS

Jackson Health System

1-786-466-2970
HR-Benefits@jhsmiami.org

EMPLOYEE ASSISTANCE PROGRAM

Resources for Living, LLC

55 Lane Road
Fairfield, NJ 07004
24/7 Access for Jackson Health
System employees:
786-466-8377, Option 2

DISABILITY PROVIDER

Group Insurance Carrier: Reliance Standard Life

Insurance Company

Claims administered by: Matrix
Absence Management, Inc.
Telephonic Intake/Customer Care:
1-877-202-0055 (24/7/365)

Electronic Intake: Online at

matrixabsence.com or via Reliance
Matrix app (24/7/365)

Fax Number: 866-683-9548

Mailing Address: 2421 W. Peoria Ave.,
Ste. 300, Phoenix, AZ 85029

HOUSESTAFF DISABILITY AND LIFE INSURANCE PROVIDER

The Hartford/The Lawrence D. Share Company, Inc.

8211 West Broward Blvd Suite 400
Plantation FL 33324
305-577-3937
jmhinfo@ldshare.com

BENEFITS DIRECTORY

LIFE INSURANCE PROVIDERS

Chubb

Customer Service
1-866-445-8874
Monday - Friday, 7:30 a.m. - 6 p.m. CST
chubbworkplacebenefits.com

Reliance Standard Life Insurance Company

Customer Service
1-800-351-7500
reliancestandard.com

ReliaStar Life Insurance Company

A Member of the Voya® Family of Companies
Customer Service
1-800-537-5024
PO Box 122
Minneapolis, MN 55440-0122
1-800-537-5024
voya.com

Transamerica Life Insurance Company

Customer Service
1-888-763-7474
transamerica.com

Unum Life Insurance Company of America

Customer Service
1-800-331-1538
unum.com

Unum Whole Life Insurance with Long-Term Care

Customer Service
Monday - Friday, 8 a.m. - 8 p.m. ET
1-800-635-5597
unum.com

Trustmark

Customer Care
1-800-918-8877
Customer Care Email
customercare@trustmarkbenefits.com

Claims Phone
1-877-201-9373
TrustmarkVB.com

TAX SHELTER ANNUITY PROVIDERS

Corebridge

Office
1800 North Military Trail, Suite #340
Boca Raton, FL 33431
Office Phone: 561-684-3775

Client Care Center:

1-800-448-2542

CorebridgeFinancial.com/RS/JHS/home

LEGAL INSURANCE

ARAG

500 Grand Avenue, Suite 100
Des Moines, IA 50309
1-800-247-4184
Access Code: 17845jhs
ARAGlegal.com/plans

CRITICAL ILLNESS INSURANCE

Aflac Group

Customer Service
1-800-433-3036
aflacgroupinsurance.com

ACCIDENT INSURANCE

Aflac Group

1-800-433-3036
aflacgroupinsurance.com

HOSPITAL INDEMNITY INSURANCE

Aflac Group

1-800-433-3036
aflacgroupinsurance.com

LIFE INSURANCE WITH LTC

Aflac Group

1-800-433-3036
aflacgroupinsurance.com

OTHER PROVIDERS

Pet Benefit Solutions

1-800-891-2565
customercare@petbenefits.com
petbenefits.com

ID Commander

Membership Services
1-855-592-7941
Monday - Friday, 9 a.m. - 6 p.m. ET
idcommander.com

ConstantCredit

Membership Services
1-855-592-7940
Mon – Fri, 9 a.m. - 6 p.m. ET
constantcredit.com

Health Consumer/Fertility & Family Planning

Membership Services
1-800-800-7616
Mon – Fri, 8 a.m. - 8 p.m. ET
Sat., 9 a.m. - 6 p.m. ET
www.newbenefits.com