

Contact Information



City of Austin Human Resources Department Employee Benefits Division

Benefits staff are available to answer any questions you have about your benefits.

Phone Number: 512-974-3284
Outlook Email: HRD, Benefits
Email: HRD.Benefits@austintexas.gov
Fax Number: 512-974-3420

Employees should make an appointment before visiting our office.

Office Hours: 7:30 a.m. to 5:00 p.m.
Office Location: 505 Barton Springs, Suite 600

Online Resources

To access benefits information, go to: <http://cityspace>, the City's intranet website, or on the internet at: www.austintexas.gov/benefits/enrollment.

You can also view eligibility requirements, plan choices, print the City's employee and retiree benefits guides, and find information about the City's wellness, childcare, commuter, and other benefits.

UnitedHealthcare HMO and PPO Plans

Medical Phone Number: 800-430-7316
myNurseLine: 877-440-6011
Vision Phone Number: 800-203-4317
Vision Providers: www.uhcvision.com
Mental Health Providers: www.ubhprovider.com
Prescription Information: www.myuhc.com

To find a medical provider, go to: www.myuhc.com.

1. Click the **Find Physician, Laboratory, or Facility** link.
2. Select **UnitedHealthcare Choice** for the HMO or **UnitedHealthcare Choice Plus** for the PPO.

To view the prescription formulary, print a temporary ID card, and Explanation of Benefits, go to: www.myuhc.com.

To register, follow these steps:

1. Click the **Register Now** button.
2. Enter information from your ID card.
3. Click the **Next Step** button.
4. Enter email address or sign up for a free email account.
5. Create a username, password, answer security questions, and agree to website policies.
6. Click the **Submit** button.

Retirement Systems

City of Austin Employees' Retirement System (COAERS)

Phone Number: 512-458-2551
Fax Number: 512-458-5650
Website: www.coaers.org

Austin Fire Fighters Relief and Retirement Fund

Phone Number: 512-454-9567
Fax Number: 512-453-7197
Website: www.afrs.org

City of Austin Police Retirement System

Phone Number: 512-416-7672
Fax Number: 512-416-7138
Website: www.ausprs.org

CompuSys/Erisa Group Inc. (Erisa)

- **Dental Assistance Plan**
- **FLEXTRA Health Care Account & Benefits Card**
- **FLEXTRA Dependent Care Account**
- **COBRA Administration**

These programs are managed by the City's third party administrator, Erisa.

Phone Number: 512-250-9397
Toll-Free Number: 800-933-7472
Fax Number: 512-250-2937

FLEXTRA Health Care Benefits Card

To view account activity and balances, go to: www.benefitspaymentsystem.com. To register follow these steps:

1. Click the **Participant Login** link.
2. Click the **Create Account** link.
3. Enter your employee ID number and card number.
4. Enter your personal information.
5. Create a user ID and password.
6. Click the **Submit** button.

Alliance Work Partners Employee Assistance Program

Phone Number: 512-328-1144
Toll-Free Number: 800-343-3822 (24/7)
Relay Texas Number: 800-448-1823
Toll-Free Teen Helpline: 800-334-8336

To view a list of free webinars and counseling services, go to: www.alliancewp.com. To register, follow these steps:

1. Click the **Login** button.
2. Type **COAmember** for email address and **WP4me** for password.
3. Click the **Submit** button.
4. Enter your email address and personal information.
5. Create a password and click the **Submit** button.

Davis Vision Plan

Toll-Free Number: 888-445-2290

To view benefits, locate a provider, and check claim status, go to: www.davisvision.com. To register, follow these steps:

1. Click the **Members** link.
2. Click the **Register** link.
3. Enter information from your ID card.
4. Create a username, password, and security question.
5. Click the Register button.

For non-members, enter **2481** for Client Code under Open Enrollment.

ARAG Group Legal Plan

Toll-Free Number: 800-247-4184
Relay Texas Number: 800-383-4184

To view covered services and to locate a participating attorney, go to: www.araglegalcenter.com. To register, follow these steps:

1. Click the **Member Login** button.
2. Click the **Create a user name and password for the first time** link.
3. Enter your member ID number from your ID card and your home address ZIP code.
4. Click the **Continue** button.
5. Create a username, password, and answer security questions and click the **Continue** button.

For non-members, enter **17886COA** for Access Code.

ING Deferred Compensation

Toll-Free Number: 877-662-8784, option 2

To view and manage your account, go to: www.dcaustin.com. To register, you must call ING to obtain your PIN number and then follow these steps:

1. Click the **Deferred Compensation Login** button.
2. Select Social Security Number from the drop down and enter your Social Security Number.
3. Enter your PIN number for password.