

Contact Information

City of Austin Human Resources Department Employee Benefits Division

Benefits staff are available to answer 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

For your convenience, make an appointment before visiting our office.

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

Online Resources

Resources are available at [cityspace](#), the City’s intranet website, or on the Internet at austintexas.gov/benefits.

Scan the QR code below for easy access to the Employee Benefits website.



BlueCross BlueShield Medical Plans

Member Service phone number: 888-907-7880
 24/7 NurseLine phone number: 800-581-0368
 HSA Bank phone number: 855-731-5220

To find a medical provider, visit bcbstx.com/coa.

1. Under “Find a Doctor,” click on **View provider information**.
2. Under “Provider Finder,” click on **HMO Plan**, **PPO Plan**, or **HSA Plan**.
3. Click on **Browse by Category** and select the type of medical care you are searching for: Medical Care, Urgent Care Center, or Behavioral Health.

To view the prescription formulary, Explanation of Benefits, and print a temporary ID card, visit bcbstx.com/coa.

To register, follow these steps:

1. Click **Log in**.
2. Click **Register Now**.
3. Follow the prompts to register.
4. Enter information from your ID card. If you do not have your ID card, you can call 888-907-7880.

Retirement Systems

City of Austin Employees' Retirement System (COAERS)	Austin Fire Fighters Relief and Retirement Fund (AFRS)	City of Austin Police Retirement System (PRS)
6836 Austin Center Blvd., Suite 190 Austin, TX 78731 Phone Number: 512-458-2551 Fax Number: 512-458-5650 Website: coaers.org	4101 Parkstone Heights Dr., Suite 270, Austin, TX 78746 Phone Number: 512-454-9567 Fax Number: 512-453-7197 Website: afrs.org	2520 South IH-35, Suite 100 Austin, TX 78704 Phone Number: 512-416-7672 Fax Number: 512-416-7138 Website: ausprs.org

Davis Vision

Vision Plan

Toll-Free Number: 888-445-2290

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

1. Click **Member**.
2. Click **Register new account**.
3. Enter information from your ID card.
4. Create a username, password, and security question.
5. Click **Register**.

For non-members, click the **Member** link and enter **2481** for Client Code.

CompuSys/Erisa Group Inc. (Erisa)

- **Dental Assistance Plan**
 - **COBRA Administration**
 - **Child Care Reimbursements**
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Phone Number: 512-250-9397

Toll-Free Number: 800-933-7472

Fax Number: 512-250-2937

Child Care Assistance Email: COADCAA@cserisa.com

City of Austin Dental Plan

To view claim activity, visit coadentalplan.com.

To register, follow these steps:

1. Click **Sign In**.
2. Enter your ID number from your ID card.
3. Leave password blank.
4. Click **Sign In**.
5. Follow the instructions to complete registration.

Austin Deferred Compensation Plan 457 Plan (Empower Retirement)

Toll-Free Number: 866-613-6189

Email: dcaustin@empower-retirement.com

To view and manage your account, visit dcaustin.com.
To enroll, click **Register**.

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, visit ARAGlegal.com/myinfo. To register, follow these steps:

1. Click **Member Login**.
2. Click **Create account**.
3. Enter your member ID number from your ID card and your home address ZIP code and click **Continue**.
4. Enter your email address twice and click **Continue**.
5. Enter the verification code sent to your email and click **Submit Code**.
6. Create a password and click **Login**.

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

Deer Oaks

Employee Assistance Program

Toll-Free Phone Number: 866-228-2542

Relay Texas Number: 800-735-2989

Toll-Free Teen Helpline: 866-228-2542

To view a list of free webinars and counseling services, visit deeroakseap.com. To access, follow these steps:

1. Click **Member Login**.
2. Type **austintexas.gov** for the username and password.
3. Click **Login**.

Total Administrative Services Corporation (TASC)

Flexible Spending Accounts (FSA) & Debit Card

Phone Number: 800-422-4661

Fax Number: 608-661-9601

To view activity, visit tasconline.com. To register:

1. Click **Sign in to Universal Benefit Account**.
2. Under the Participants sign in, click **Sign up** to establish your new account.
3. Enter your email and create a password.
4. Enter the verification code sent to your email and click **Verify**.
5. Confirm your name and email address and click **Continue**.
6. Agree to the Terms of Use.
7. Enter your mobile number. Enter the authentication code sent to your phone and click **Verify**.