



## Contacts

Effective 1/1/19

### *My Health, My Rewards and the accessHR Benefits Contact Center for More Information*

#### My Health

In addition to the provider resources noted below, **My Health** provides one-stop access to all your Medical Plan, prescription drug, Medical Reimbursement Account, Spending Accounts, JPMorgan Chase Health & Wellness Centers, wellness programs, and access to the Benefits Web Center where you can access information about the Dental and Vision Plans as well as Life and AD&D Insurance, Group Legal and Personnel Excess Liability Insurance. Simply use your Single Sign-On password to access other sites from **My Health**.

- From work: My Health from the intranet.
- From home: <https://myhealth.jpmorganchase.com>.

**Please Note:** Your covered spouse/domestic partner can access **My Health** without a password, but their health care company's site will require a username and password.

#### My Rewards

In addition to the provider resources noted below, **My Rewards** provides one-stop access to retirement and savings information. Simply use your Single Sign-On password to access other sites from **My Rewards**.

- From work: **My Rewards** from the intranet.
- From home: <https://myrewards.jpmorganchase.com/>.

#### The accessHR Benefits Contact Center

Like **My Health** and **My Rewards**, the accessHR Benefits Contact Center provides access to benefits information.

- 877-JPMChase ((877) 576-2427)
- *Quick Path:* Enter your Standard ID or Social Security number; press 1; enter your PIN; press 1.

If calling from outside the United States:

- (212) 552-5100 (GDP# 352-5100)

Service Representatives are available Monday – Friday, from 8 a.m. to 7 p.m., Eastern Time, except certain U.S. holidays. For assistance with the Retirement Plan, representatives are available until 8:30 p.m.



Issue/Benefit	Contact Information
<p><b>Medical (Not Including Prescription Drugs)</b></p>	<p>Cigna (800) 790-3086 24/7 <b>My Health</b> or <a href="http://www.mycigna.com">www.mycigna.com</a> UnitedHealthcare (800) 272-8970 8 a.m. to 8 p.m., all time zones, Monday – Friday <b>My Health</b> or <a href="http://www.myuhc.com">www.myuhc.com</a></p>
<p><b>Prescription Drugs</b></p>	<p>CVS Caremark (866) 209-6093 24/7 <a href="http://www.caremark.com">www.caremark.com</a></p>
<p><b>Employee Assistance Program (EAP)</b></p>	<p>Cigna (EAP) and LifeCare (Work-Life) (877) 576-2007 <a href="http://www.eapandworklife.com">www.eapandworklife.com</a></p>
<p><b>Tobacco Cessation Program</b></p>	<p>(866) QUIT-4-LIFE ((866) 784-8454) <a href="http://myquitforlife.com/jpmorganchase.com">myquitforlife.com/jpmorganchase.com</a></p>
<p><b>Expert Medical Advice</b></p>	<p>Grand Rounds (888) 868-4693 8 a.m. to 9 p.m., Eastern Time, Monday – Friday <a href="http://www.grandrounds.com/jpmc">www.grandrounds.com/jpmc</a></p>
<p><b>Health Care Spending Account</b> <b>Dependent Care Spending Account</b></p>	<p>Your Medical Plan carrier — Cigna or UnitedHealthcare — is the administrator of your Health Care and Dependent Care Spending Accounts. If you are not enrolled in the Medical Plan, Cigna is your administrator of these accounts. <b>Cigna</b> (800) 790-3086 24/7 <a href="http://www.mycigna.com">www.mycigna.com</a> <b>UnitedHealthcare</b> (800) 272-8970 8 a.m. to 8 p.m., all time zones, Monday – Friday <a href="http://www.myuhc.com">www.myuhc.com</a> You can check your spending account balances through <b>My Health</b>.</p>
<p><b>Dental</b></p>	<p><b>MetLife Preferred Dentist Program (PDP) Option:</b> <b>MetLife Dental</b> (888) 673-9582 8 a.m. to 11 p.m., Eastern Time, Monday – Friday <a href="https://mybenefits.metlife.com">https://mybenefits.metlife.com</a> <b>Aetna, Inc. Dental Maintenance Organization (DMO) Option:</b> <b>Aetna</b> (800) 741-4781 8 a.m. to 6 p.m., Eastern Time, Monday – Friday <a href="http://www.aetna.com">www.aetna.com</a> <b>Cigna Dental Health Maintenance Organization (DHMO) Option:</b> <b>Cigna Dental Health</b> (800) 790-3086 24/7 <a href="http://mycigna.com">http://mycigna.com</a></p>



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<b>Vision</b>	EyeMed Vision Care (833) 279-4363 7:30 a.m. to 11 p.m., Eastern Time, Monday – Saturday 11 a.m. to 8 p.m., Eastern Time, Sunday <b>My Health</b> > Benefits Web Center
<b>Transportation Spending Accounts (including for questions about eligibility and enrollment)</b>	WageWorks (877) 924-3967 8 a.m. to 8 p.m., all time zones, Monday – Friday <a href="http://www.wageworks.com">www.wageworks.com</a> You can check your Transportation Spending Accounts balances on from the Transportation Spending Accounts Web Center via <b>My Rewards</b> . ( <a href="http://myrewards.jpmorganchase.com">myrewards.jpmorganchase.com</a> )
<b>Group Long –Term Disability</b>	The Prudential Insurance Company of America (877) 361-4778 Monday through Friday from 8 a.m. to 11 p.m. Eastern time
<b>Individual Disability Insurance</b>	Covala Group (800) 235-3551 Monday through Friday from 8:30 a.m. to 5:30 p.m. Eastern time
<b>Short-Term Disability Plan</b>	Sedgwick Claims Management Services, Inc. (888) 931-3100 Service Representatives are available 24/7, Sunday through Saturday. You can also obtain answers to your questions 24 hours a day, seven days a week online at <a href="http://claimlookup.com/jpmc">claimlookup.com/jpmc</a> .
<b>Life and Accidental Death &amp; Dismemberment Insurance</b>	Metropolitan Life Insurance Company (MetLife) (800) MET-LIFE ((800) 638-5433) 8 a.m. to 8 p.m., Eastern Time, Monday – Friday <b>My Health</b> > Benefits Web Center
<b>SurvivorSupport® Financial Counseling Services</b>	The Ayco Company (800) 235-3417 8 a.m. to 5 p.m., Eastern Time, Monday – Friday
<b>ID Theft Assistance Program, Travel Assistance, and Emergency Evacuation Services</b>	AXA Assistance (800) 454-3679 (outside the U.S., call collect at (312) 935-3783) 24/7
<b>Funeral Concierge Services</b>	Dignity Memorial (866) 853-0954
<b>Business Travel Accident Insurance</b>	AIG-National Union Fire Insurance Company of Pittsburgh, PA (800) 551-0824 or (302) 661-4176 8 a.m. to 5 p.m., Central Time, Monday – Friday
<b>401(k) Savings Plan</b>	<b>My Rewards</b> > My Web Centers > 401(k) Savings Plan 401(k) Savings Plan Call Center (866) JPMC401k ((866) 576-2401) TTY number (800) 345-1833 Outside the U.S.: (303) 737-7249 Speak to a Representative 8 a.m. to 10 p.m. Eastern Time, Monday – Friday (except NYSE holidays)



Issue/Benefit	Contact Information
<b>Retirement (Pension) Plan</b>	<b>My Rewards</b> > My Web Centers > Pension Plan accessHR Benefits Contact Center (877) JPMChase ((877) 576-2427) Outside the U.S.: (212) 552-5100 Speak to a Representative 8 a.m. to 8:30 p.m. Eastern Time, Monday – Friday (except certain U.S. holidays)
<b>Health &amp; Wellness Centers</b>	The Health & Wellness Centers Directory on <b>My Health</b> has a list of JPMorgan Chase Health & Wellness Centers locations, phone numbers, and hours. Go to <b>My Health</b> > JPMC Health & Wellness Centers.
<b>Group Legal Plan</b>	Hyatt Legal Plans, Inc. (800) 821-6400 8 a.m. to 8 p.m., Eastern Time, Monday – Friday
<b>Personal Excess Liability Insurance</b>	Arthur J. Gallagher Risk Management Services (866) 631-4630 9 a.m. to 5 p.m., Eastern Time, Monday – Friday
<b>Back-up Child Care Plan</b>	Bright Horizons (877) BH-CARES ((877) 242-2737) <a href="https://backup.brighthouse.com/jpmc">https://backup.brighthouse.com/jpmc</a> (for reservations) <b>me@jpmc</b> > Health, Life & Parenting > <a href="mailto:parents@jpmc">parents@jpmc</a> (for information about the Plan)
<b>Expatriate Medical and Dental Plans</b>	Cigna Global Health Benefits (800) 390-7183 (outside the U.S., call collect at (302) 797-3644 24/7 <a href="http://www.CignaEnvoy.com">www.CignaEnvoy.com</a>