



What number do I call when I have benefits questions?

You may call 314-205-6016 to speak with a benefits representative.

What if I would like to fax my paperwork to the Benefits Office. What is the fax number?

You may fax it to 314-336-5229, 314-336-5234 or 314-336-5225.

Who are my contacts for Benefits information?

Lisa Schneider, Jo Ann Mathews and Pamela Spillman

How can I get help with my benefits questions?

The Benefits Summary Book on the Intranet under Human Resources is a great resource. You may also find it in Lawson Employee Self Service (ESS) or you can call the Benefits Office at 314-205-6016.

Benefit elections made during initial enrollment period remain in effect for the remainder of the calendar year unless you experience a qualifying event, such as:

Marriage	Loss or Gain Coverage	Change of Status
Birth	Death	Divorce
Adoption		

When will I get insurance cards?

You will get insurance cards in approximately 7 – 14 days.

What if I lose my insurance card or did not receive my card?

You can go to the insurance company on-line to order a new card. You should be able to print a temporary card to use until your permanent card arrives in the mail. You may also call the insurance companies to request a new card.

The phone number and website information is listed below for UMR, Medical, Dental and Vision.

www.umar.com

800-826-9781

How do the medical plan tier's work?

Each medical plan has three tiers. Tier 1 includes St. Luke's physician's and locations. Tier 2 is the United Healthcare (UHC) network and Tier 3 is considered out of network for services not contracted through UHC.

If you experience a qualifying event, how long do you have to make the change?

You have 31 days to turn in your completed paperwork with documentation to the Benefits Department. If not turned in during that time frame you will need to make the change during the next open enrollment time period.

Who do I call if I have questions about Family Medical Leave (FMLA)?

Prudential is St. Luke's leave partner. They are at 877-367-7781. Oceilee Mitchell-Ajagunna in Leave Support can answer questions. She can be reached at 314-205-6680

How do I find out about the Perks and Discounts available to St. Luke's team members?

Perks and Discounts are located on the Intranet under Human Resources. You may also contact Diane Cropp at 314-205-6628 if you have questions.

Does St. Luke's have discounts on movie tickets?

Yes, you may stop by Human Resources, Suite 230, South Medical Office Building or call 314-205-6728 for more information.

I lost my badge. What do I do?

You may obtain a new badge by coming to Human Resources to request a replacement badge. There is a \$5.00 charge for the replacement badge. It may be done through payroll deduction.

What is the best way to understand how Earned Time Off (ETO), Extended Sick (ESB) and bereavement time off work?

Your best resource for specific questions would be your supervisor. If they have questions, they can reach out to a Business Partner in Human Resources to assist. If you want to find information on time accruals, you may look under Materials and Guides on the Intranet. The Administrative Manual has a section on Human Resources Policies and Procedures and the Time Off Policy will have more information.

What happens when I retire?

You may contact the Medicare Plan Comparison and Enrollment Center at 1-855-256-1498 to discuss Medicare eligibility or visit www.medicare.gov

Your pension, through AON Hewitt, will be processed automatically for you. You will receive a packet from them about two months after separating employment with St. Luke's. It usually takes about four months for any distributions you elect to be processed. If you want to do a pension calculation, you may go to <https://ypr.aon.com/stlukes> to create one. The Pension Center is at 866-785-8535 for any questions.

You may contact Fidelity at 800-343-0860 for any questions or to request a distribution for any 401k, 403b, or 457b accounts you have contributed to during your employment with St. Luke's.

When do my benefits end?

They end at midnight on your last day worked.

Need Help?



User ID and Password – Call 205-4357

Assistance to Enroll Remotely – Call 205-6740 or Phone Assistance for Benefit Questions – Call 205-6016