



EMPLOYEE BENEFITS
Division of Human Resources

This directory lists the various sources from which you can obtain information about the benefit plans available to you.

TENS contains valuable information on your benefit plans as well as other information about NYC Transit. There are direct links from TENS to the plans that have Internet sites. You can access TENS from your office computer or from various kiosks at NYC Transit locations. You can also access TENS, ASK HR Online, and e-Benefits from home by using <https://myaccess.nyct.com>

EMPLOYEE BENEFITS

To speak to someone in Employee Benefits, please visit or call us:

Address: 180 Livingston Street, Room 6008
Brooklyn, NY 11201

Office Hours: 8 a.m. to 5:30 p.m., Monday thru Friday

Telephone Number: 347-643-8550

Fax Number: 347-643-8409

For accessing My Employee Info, TENS and ASK HR Online, use <https://myaccess.nyct.com>

Below are the plans available according to the benefit group you are in:

Group I Plans

Available to employees who are members of the New York State Health Insurance Program (NYSHIP)

Group II Plans

Available to employees whose insurance carriers are **not** through NYSHIP

Group III Plans

Available to all employees

Group I Plans

I. The following benefit groups are covered by NYSHIP:

Managerial, Non-Represented Career and Salary, Organization of Staff Analysts, Non-Represented Operating Supervisors, Subway Surface Supervisor Association, Transport Workers Union-Local 106-Transit Supervisor Organization (Operating and Queens Division, Station Supervisor Level II)

Medical Insurance

A. Empire Plan (through NYSHIP)

United HealthCare, Empire BC/BS, Value Options, Medco Health Solutions Prescription Program, Empire Plan NurseLine

Single toll-free number to access all providers **877-769-7447** www.cs.state.ny.us

To reach individual carriers:

Hospital Coverage and Related Services

Must call before a scheduled hospital or maternity admission and within 48 hours of an emergency hospital admission.

For information on hospital claims and coverage:

Empire Blue Cross and Blue Shield Press or say 2 www.cs.state.ny.us

Medical Coverage

For information on benefits under basic medical:

United HealthCare Insurance Company Press or say 1 www.cs.state.ny.us

To select a physician in the plan's network:

Participating Provider Listing Press or say 1 www.cs.state.ny.us

For health information and advice, 24 hours/7 days:

Empire Plan NurseLine Press or say 5 www.cs.state.ny.us

Prescription Drug Coverage

Medco Health Solutions Prescription Program Press or say 4 www.cs.state.ny.us

Physical Therapy and Chiropractic Coverage

For authorization of chiropractic and/or physical therapy services:

Managed Physical Medicine Program and/or MPN Press or say 1 www.cs.state.ny.us

Durable Medical Equipment Coverage

For home care services/durable medical equipment and/or supplies:

Home Care Advocacy Program (HCAP) Press or say 1 www.cs.state.ny.us

Mental Health and Substance Abuse Coverage

Prior authorization is required for mental health or substance/alcohol abuse treatment:

OptumHealth Press or say 3 www.cs.state.ny.us

COBRA, Retiree and Vestee Information

State of NY Department of Civil Service 800-833-4344 www.cs.state.ny.us

B. Health Maintenance Organizations (HMOs)

Aetna (210) 800-323-9930 www.aetna.com

Cap. Dist. Physicians' HP (310) 800-777-2273 www.cdphp.com

Empire BC/BS (320) 800-453-0113 www.empireblue.com

GHI HMO 877-244-4466 www.ghi.com

New York City (290)

Lower Hudson (350)

HIP of New York (050) 877-861-0175 www.hipusa.com

MVP Healthcare (340) 888-687-6277 www.joinmvp.com

Dental Insurance

Dentcare/Healthplex 800-468-0600 www.healthplex.com

MetLife Dental 800-942-0854 www.metlife.com

Vision Insurance

EyeMed/Cole Managed Vision 800-334-7591 www.cmvc.com

General Vision Services 800-847-4661 www.generalvision.com

(provides discounts for NYC Transit employees)

Life Insurance

Supplemental Life Insurance

NYC Transit Employee Benefits Representative 347-643-8550

Long-Term Care Insurance

New York State Public Employee and Retiree Long-Term Care Insurance Plan (NYPERL) *For the following benefit groups only: Managerial, Non-Represented Career and Salary, Organization of Staff Analysts, and Non-Represented Operating Supervisors*

800-544-0327 www.nyperl.net

Long-Term Disability Insurance

NYC Transit Employee Benefits Representative *For the following benefit groups only: Managerial, Non-Represented Career and Salary, and Organization of Staff Analysts*

347-643-8547 or 8366

Group II Plans

Medical Insurance

II. Benefits Applicable to Non-NYSHIP Members:

	Phone Number	Web Site/Fax Number
GHI	212-501-4444	www.ghi.com
Empire Blue Cross/Blue Shield (Hospital)	800-433-9592	www.empireblue.com/nyc
Empire HMO (NY/NJ)	800-767-8672	www.empireblue.com/nyc
HIP of New York	800-447-8255	www.hipusa.com
HealthNet	800-441-5741	www.healthnet.com
Med-Team/Choice (DC-37 members only)	800-624-2414	www.ghi.com
United Healthcare (Major Medical)	800-521-5505	www.myuhc.com
Caremark	866-898-6404	www.caremark.com
Amer. Dental Centers - ADC Plan A	888-610-0200, press 2	www.americandental.com
The Dental Shop - AMLI Plan B	888-683-3682	www.thedentalshop.com
Dentcare/Healthplex (DMO)	800-468-0600	www.healthplex.com
Empire Dental Preferred (ATU Local 1056 only)	800-722-8879	www.empireblue.com
GHI Preferred Dental (through GHI High Option)	212-501-4444	www.ghi.com
GHI Spectrum Plus (ATU Local 726 only)	212-501-4444	www.ghi.com
CPS Optical (ATU Local 1056 only)	212-675-5745	www.cpsoptical.com
GHI Optical	212-501-4444	www.ghi.com

Prescription Drug Insurance

Dental Insurance

Vision Insurance

Union Benefits

Union Phone Numbers	Phone Number	Web Site/Fax Number
For Health Benefits	347-643-8550	https://myaccess.nyct.com Fax 347-643-8409
Other Inquiries:		
Amalgamated Transit Union (ATU) Local 726	718-698-7757	
Amalgamated Transit Union (ATU) Local 1056	718-949-6444	
Civil Service Bar Association	212-539-5117	
For Prescription Drugs, Dental and Vision		
Communication Workers of America (CWA) Local 1180, AFL-CIO Security Benefits Fund	212-966-5353	
For Prescription Drugs, Dental and other related benefits		
Doctors Council	212-532-5995	
Doctors Council Welfare Fund		
For Dental, Vision and Psychiatric Outpatient Care		
DC-37 Benefits & Security Plans Inquiry Unit	212-815-1234	www.DC37.net
For Health and Prescription Drugs, Dental, Vision and other related benefits		
International Brotherhood of Teamsters – IBT Local 237 Welfare Fund	212-924-7220	
International Union of Operating Engineers – IUOE Local 30, Municipal Employees Welfare Fund	718-847-6800	
MTA Bus	347-643-8550	Fax 347-643-8409
Organization of Staff Analysts	212-686-1229	
Subway Surface Supervisors Association (SSSA)	718-858-2113, 4 or 5	Fax 718-624-6440
Transport Workers Union (TWU) Local 100	212-873-6000	www.twulocal100.org
Transit Supervisors Organization (TSO)	718-601-5700	
Career and Salary Local 106, Operating and Queens Division and Station Supervisor Level II		

Group III Plans

III. Applicable to All Groups:

Additional Benefits	Phone Number	Web Site/Fax Number
Retirement and Pension Benefits		
NYC Transit Employees		
New York City Employee Retirement System (NYCERS)	347-643-3000	www.nycers.org
Out-of-State	877-669-2377	
MaBStOA Employees		
NYC Transit Employee Benefits Representative	347-643-8550	https://myaccess.nyct.com
Deferred Compensation 401(k)/457 Plans	877-756-4682	www.prudential.com/mta
New York College Savings Program	800-420-8580	www.ny529atwork.com
Flexible Spending Accounts (FSA)	877-924-3967	www.wageworks.com
WageWorks Flexible Spending Administration		
Health Care FSA & Dependent Care FSA		
TransitChek	866-823-3248	www.mytransitchek.com
Social Security Administration	800-772-1213	www.ssa.gov
Medicare	800-633-4227	www.medicare.gov

TENS Kiosk Locations

From Office Computer

Click on @2008 TIS Internet Technologies located at the bottom of the TENS home page
Click on "Let Us Help You"
Click on TENS "Kiosks & Software Support"

From Home

Go to web site <https://myaccess.nyct.com>
Login, then click on TENS
Then follow the TENS instructions on left.

You can also access ASK HR Online and e-Benefits at <https://myaccess.nyct.com>.

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Information is subject to change.