



## Contact Information

### **For all of your benefits questions:**

Benefit Plans Office  
P.O. Box 2115  
Oak Ridge, TN 37831-8258  
Call: 865-574-1500 or toll-free 1-877-861-2255  
Fax: 1-865-241-0531  
E-mail: [benefits@cns.doe.gov](mailto:benefits@cns.doe.gov)

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# Contacts

The following chart provides contact information for questions you may have regarding benefits provided under the CNS Benefits Program:

For questions:	Contact:	At:
Enrollment and Benefits Information	CNS Benefits Plans Office	Phone: 865-574-1500 or toll free 1-877-861-2255 Monday – Thursday 8:00 a.m. – 4:30 p.m. ET E-mail: <a href="mailto:benefits@cns.doe.gov">benefits@cns.doe.gov</a> <a href="https://home1.y12.doe.gov/benefits/">https://home1.y12.doe.gov/benefits/</a>
Medical	Cigna	Phone: 1-855-247-0884 <a href="http://www.myCigna.com">www.myCigna.com</a>
Prescription Drugs	Express Scripts	Phone: 1-800-685-8869 <a href="http://www.express-scripts.com">www.express-scripts.com</a>
Dental	Delta Dental	Phone: 1-800-223-3104 <a href="http://www.deltadentaltn.com">www.deltadentaltn.com</a>
Vision	Vision Service Plan (VSP)	Phone: 1-800-877-7195 <a href="http://www.vsp.com">www.vsp.com</a>
Health Care and Dependent Care Flexible Spending Accounts	Cigna	Phone: 1-855-247-0884 <a href="http://www.myCigna.com">www.myCigna.com</a>
401(k) Savings Plan	Voya Financial	Phone: 1-877-267-8692 <a href="http://cns.voya.com">http://cns.voya.com</a>
Employee Assistance Program	Aetna	Phone: 1-866-611-2826 <a href="http://www.resourcesforliving.com">www.resourcesforliving.com</a>
Short-Term Disability (STD)	The Reed Group	Phone: 1-844-730-8913
Long-Term Disability (LTD)	Cigna (after July 1, 2015) MetLife (prior to July 1, 2015)	Phone: 1-800-362-4462 Phone: 1-800-300-4296
Special Accident, Basic Life and Accidental Death and Dismemberment (AD&D), and Voluntary AD&D Insurance	CNS Benefit Plans Office	Phone: 865-574-1500 or toll free 1-877-861-2255 Monday – Thursday 8:00 a.m. – 4:30 p.m. ET E-mail: <a href="mailto:benefits@cns.doe.gov">benefits@cns.doe.gov</a> <a href="https://home1.y12.doe.gov/benefits/">https://home1.y12.doe.gov/benefits/</a>
Group Universal Life (GUL) Insurance	MetLife	Phone: 1-800-846-0124 <a href="http://www.mybenefits.metlife.com">www.mybenefits.metlife.com</a>
Pantex Voluntary Plans	Mercer	Phone: 1-866-838-9534 <a href="http://www.pantexvoluntaryplans.com">www.pantexvoluntaryplans.com</a>
Long Term Care	Y-12: MetLife Pantex: Prudential	Phone: 1-800-438-6388 Phone: 1-800-732-0416
COBRA	Allegiance Services, Inc.	Phone: 1-800-259-2738 <a href="http://www.askallegiance.com">www.askallegiance.com</a>

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