



## MEMBER SERVICES INFORMATION

To make using your benefits easier for you, here's a one-stop shopping place for all your important member services contact information.

<b>For information about:</b>	<b>Contact the claims administrator:</b>	<b>By phone:</b>	<b>By website:</b>
Medical Plans (Premier, Standard, Basic)	BlueCross BlueShield of North Carolina	1-800-422-2717	<a href="http://www.bluecrossnc.com">www.bluecrossnc.com</a>
Signature Service Concierge	BlueCross BlueShield of North Carolina	1-800-422-2717	<a href="http://www.bluecrossnc.com">www.bluecrossnc.com</a>
HealthLine Blue Nurse Line	BlueCross BlueShield of North Carolina	1-877-477-2424	<a href="http://www.bluecrossnc.com">www.bluecrossnc.com</a>
Prescription Drugs	CVS Caremark	1-866-423-5579	<a href="http://www.caremark.com">www.caremark.com</a>
MDLive Telehealth Services	BlueCross BlueShield of North Carolina	1-888-657-9982	<a href="http://mdlive.com/ncvideodoc">mdlive.com/ncvideodoc</a>
Healthy Outcomes	BlueCross BlueShield of North Carolina	1-877-719-9004	<a href="http://www.BlueCrossNC.com/BelkHealthyOutcomes">www.BlueCrossNC.com/BelkHealthyOutcomes</a>
Tobacco Cessation	QuitlineNC	1-844-8NCQUIT (1-844-862-7848)	
Livongo Diabetes Support	Livongo	1-800-945-4355	<a href="http://join.livongo.com/BELK">join.livongo.com/BELK</a>
Dental Plan	Delta Dental of North Carolina	1-800-662-8856	<a href="http://www.deltadentalnc.com">www.deltadentalnc.com</a>
Vision Plan	EyeMed	1-866-804-0982	<a href="http://www.eyemed.com">www.eyemed.com</a>
Health Savings Account	ConnectYourCare	1-833-229-4433	<a href="http://www.connectyourcare.com">www.connectyourcare.com</a>
Dependent Care Flexible Spending Account	ConnectYourCare	1-833-229-4433	<a href="http://www.connectyourcare.com">www.connectyourcare.com</a>
Employee Assistance Program	American Behavioral	1-877-771-7708	<a href="https://belk.personaladvantage.com">https://belk.personaladvantage.com</a>
Life Insurance Benefits	MetLife	1-800-638-6420	<a href="http://www.metlife.com/mybenefits">www.metlife.com/mybenefits</a>
Disability Benefits	Liberty Mutual (Lincoln Financial)	1-888-257-2786	<a href="http://www.mylincolnportal.com">www.mylincolnportal.com</a>
Critical illness, accident, supplemental life, supplemental AD&D, hospital indemnity, and Hyatt legal	MetLife	1-800-438-6388	<a href="http://www.metlife.com/mybenefits">www.metlife.com/mybenefits</a>
Home, auto, and pet insurance	MetLife	1-800-438-6388	<a href="http://www.metlife.com/mybenefits">www.metlife.com/mybenefits</a>
401(k) Plan	Schwab	1-800-724-7526	<a href="http://www.workplace.schwab.com">www.workplace.schwab.com</a>
General inquiries about your benefits program	HR Shared Services	1-800-588-3700 <a href="mailto:HRSharedServices@Belk.com">HRSharedServices@Belk.com</a>	<a href="http://www.mybelkbenefits.com">www.mybelkbenefits.com</a>