

# TOTAL REWARDS

**HUMAN RESOURCES  
UNIVERSITY OF ROCHESTER**

[www.rochester.edu/totalrewards](http://www.rochester.edu/totalrewards)

## Contact Ask-URHR

585-275-8747 (585.ASK.URHR)

8:00am - 5:00pm

Monday - Friday

Email: [ask-urhr@rochester.edu](mailto:ask-urhr@rochester.edu)

## Contact Benefits

### Hours

7:30am - 5:00pm

Monday - Friday

### Location

Corporate Woods

### Address

University of Rochester

Office of Total Rewards

PO Box 270453

60 Corporate Woods, Suite 310

Rochester, NY 14627-0453

### Phone

585-275-2084

### Email

[totalrewards@rochester.edu](mailto:totalrewards@rochester.edu)

## Contacts and Resources

<b>ALEX - Benefits Decision Tool</b>	ALEX® is an online benefits decision tool to help you understand and choose University Benefits for you and your family: <a href="http://www.rochester.edu/totalrewards/video">www.rochester.edu/totalrewards/video</a>						
<b>Health Care Plans</b>	<table border="0"> <tr> <td><b>Excellus BlueCross BlueShield</b></td> <td><b>Accountable Health Partners</b></td> </tr> <tr> <td>1-800-659-2808 or 585-232-2632</td> <td>1-888-457-7463 or 585-784-8855</td> </tr> <tr> <td><a href="http://www.excellusbcbcs.com/ur">www.excellusbcbcs.com/ur</a></td> <td><a href="http://www.ahpnetwork.com">www.ahpnetwork.com</a></td> </tr> </table>	<b>Excellus BlueCross BlueShield</b>	<b>Accountable Health Partners</b>	1-800-659-2808 or 585-232-2632	1-888-457-7463 or 585-784-8855	<a href="http://www.excellusbcbcs.com/ur">www.excellusbcbcs.com/ur</a>	<a href="http://www.ahpnetwork.com">www.ahpnetwork.com</a>
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<a href="http://www.excellusbcbcs.com/ur">www.excellusbcbcs.com/ur</a>	<a href="http://www.ahpnetwork.com">www.ahpnetwork.com</a>						
<b>Prescription Drug Plans</b>	<b>Excellus BlueCross BlueShield</b> 1-877-391-9296 <a href="http://www.excellusbcbcs.com/ur">www.excellusbcbcs.com/ur</a>						
<b>Dental Plans</b>	<b>Excellus BlueCross BlueShield</b> 1-800-724-1675, <a href="http://www.excellusbcbcs.com">www.excellusbcbcs.com</a>						
<b>Flexible Spending Accounts (FSAs)</b>	<b>Lifetime Benefit Solutions</b>						
<ul style="list-style-type: none"> <li>• Health Care FSA</li> <li>• Limited Purpose Health Care FSA</li> <li>• Dependent Care FSA</li> </ul>	1-800-327-7130 or 585-232-2632 <a href="https://ebrparticipant.lh1ondemand.com">https://ebrparticipant.lh1ondemand.com</a>						
<b>Health Savings Account (HSA)</b>	<b>HSA Bank (Excellus)</b> 1-800-357-6246 <a href="http://www.hsabank.com">www.hsabank.com</a>						
<b>Well-U Program</b>	<b>University Well-U</b> 585-273-5240, <a href="http://www.rochester.edu/well-u">www.rochester.edu/well-u</a>						
<b>Condition Management Coaching Programs, Biometric Screenings, and Personal Health Assessment</b>	<b>School of Nursing/Center For Employee Wellness</b> 585-275-6300, <a href="http://www.rochester.edu/well-u">www.rochester.edu/well-u</a>						
<b>Lifestyle Management Programs</b>	<b>Center for Community Health &amp; Prevention</b> 585-530-2050, <a href="http://www.rochester.edu/well-u">www.rochester.edu/well-u</a>						
<b>Behavioral Health Partners (BHP)</b>	<b>Behavioral Health Partners</b> 585-276-6900, <a href="http://www.rochester.edu/well-u/emotional">www.rochester.edu/well-u/emotional</a>						
<b>Employee Assistance Program (EAP)</b>	<b>UR Medicine EAP</b> 585-475-0432, <a href="mailto:strong_eap@urmc.rochester.edu">strong_eap@urmc.rochester.edu</a> <a href="http://www.rochester.edu/well-u/emotional">www.rochester.edu/well-u/emotional</a>						
<b>Retirement Plans</b>	<b>TIAA</b> 1-800-410-6497, <a href="http://www.tiaa.org/Rochester">www.tiaa.org/Rochester</a>						
<b>Life Insurance</b>	<b>Securian Financial Life</b> 1-800-941-2192, <a href="mailto:lifebenefits@securian.com">lifebenefits@securian.com</a> <a href="http://www.lifebenefits.com">www.lifebenefits.com</a>						
<b>YOUR Benefits Extras</b>	<b>YOUR Benefits Extras</b>						
<ul style="list-style-type: none"> <li>• Group Auto &amp; Home Insurance</li> <li>• MetLife Legal Plans</li> <li>• VSP Vision Care</li> </ul>	Customer Care: 1-888-935-9595 <a href="mailto:customerservice@corestream.com">customerservice@corestream.com</a> <a href="http://www.YOURBenefitsExtras.com">www.YOURBenefitsExtras.com</a>						
<b>Long-Term Care Insurance</b>	<b>Legacy Services</b> 1-800-230-3398 <a href="mailto:custsvc@4groupptci.com">custsvc@4groupptci.com</a>						