

Health and financial protection contacts

(as of October 2022)

For personalized benefits information, visit mybenefits.bms.com where you can find secure access to your personal benefits information. Use the following contacts throughout the year to access plan providers directly as needed.

Need/Benefit	Provider/Resource	Online	Phone/Email/Mail
BMS health benefits information and enrollment	BMS Benefits Services	Info: bms.healthbenefitsus.com To enroll: mybenefits.bms.com	1-844-557-3344 benefits.services@mybenefitsatbms.com
Medical plans through Aetna	Aetna	aetna.com Other resources: aetnaresource.com/n/bms-250	1-800-272-6982 Nurse Line 1-800-556-1555 Aetna P.O. Box 981106 El Paso, TX 79998-1106
Medical plans through UnitedHealthcare (UHC)	UHC	myuhc.com Other resources: whyuhc.com/bms/search-for-a-provider	1-800-463-8667 UnitedHealthcare P.O. Box 740800 Atlanta, GA 30374-0800
Health savings accounts (Consumer Choice Plan only)	Fidelity	netbenefits.com/bms	1-877-208-0795
Pharmacy benefits	CVS Caremark	caremark.com	1-888-232-8507 For Retail Pharmacy Claims CVS Caremark P.O. Box 52196 Phoenix, AZ 85072-2196 For Mail Service Requests CVS Caremark P.O. Box 94467 Palatine, IL 60094-4467
Dental benefits	MetLife	metlife.com/bms	1-888-883-0094 MetLife Dental Claims P.O. Box 981282 El Paso, TX 79998-1282
Vision benefits	EyeMed	eyemed.com	1-866-939-3633 For PRK and LASIK providers: 1-877-5LASER6
Health Care and Dependent Care Flexible Spending Accounts (FSAs)	UHC	myuhc.com	1-800-463-8667 UHC Reimbursement Account Service Center P.O. Box 981506 El Paso, TX 79998-1506 Fax 1-915-231-1709
Life insurance	Prudential	N/A	1-800-778-3827
Accident insurance Critical illness insurance Hospital indemnity insurance	MetLife	metlife.com/bms	1-800-438-6388
Legal services	MetLaw	metlife.com/bms	1-800-821-6400
Personal liability protection	Chubb (through Marsh Private Client Services)	N/A	1-866-807-1166
Identity theft and anti-virus protection	Norton LifeLock	Will be provided directly to participants who enroll	1-800-607-9174
Living Life Better wellbeing platform	Virgin Pulse	livinglifebetter.com	1-888-671-9395 support@virginpulse.com
Employee Assistance Program (EAP)	LifeWorks	login.lifeworks.com or download the “LifeWorks” mobile app Use BMS email address to start login process	1-877-858-2266 Representatives available 24/7