

Important Contacts

Workforce Services Department
 (coverage questions)
 Municipal Tower, Seventh Floor
 101 S. Mesquite St., Suite 790 ▪ 817-459-6869

Financial Services Department
 (payments & payment questions)
 Municipal Tower, Eighth Floor ▪ 817-459-6263

<u>Vendor/Plan</u>	<u>Member Service Phone Number</u>	<u>Hours of Operation</u>	<u>Website</u>
UnitedHealthcare (Medical) Customer Service Value Plan (Definity)	1-866-844-4864 1-866-314-0335	6 a.m. - 6 p.m. (Monday - Friday)	www.myuhc.com
AARP HealthCare Options Member Services	1-800-392-7537	7 a.m. - 11 p.m. (Monday - Friday) 9 a.m. - 5 p.m. (Saturday)	www.aarphealthcareoptions.com
Secure Horizons Medicare Advantage Plan Customer Service	1-800-950-9355	7 a.m. - 9 p.m. (Monday - Friday)	www.securehorizons.com
UnitedMedicareRx Questions Prior to Enrollment Customer Service	1-888-556-6648 1-888-867-5562	24 hours a day, 7 days a week	www.unitedmedicarerx.com
UnitedHealthcare (Dental) Dental DHMO Options PPOs	1-877-816-3596 1-877-816-3596	7 a.m. - 10 p.m. (Monday - Friday) and 8 a.m. - 4 p.m. - Saturday	www.myuhcdental.com
UnitedHealthcare (Vision) Customer Service	1-800-638-3120	7:30 a.m. - 7 p.m. (Monday - Friday) 8 a.m. - 4 p.m. (Saturday)	www.myuhcvision.com
UnitedHealthcare OptumHealthBank (Health Savings Account)	1-800-791-9361	8 a.m. - 6 p.m. (Monday - Friday)	www.myuhc.com
UnitedHealthcare EAP Employee Assistance Plan Care24 Customer Service	1-888-887-4114	24 hours a day	www.myuhc.com
Texas Municipal Retirement System (TMRS) Customer Service	1-800-924-8677	8 a.m. - 5 p.m.	www.tmrs.com

