



Health & Financial Benefits

HEALTHY LIVING. HEALTHY FUTURE.

If you need help navigating the City of Portland's healthcare and/or deferred compensation plans; the following contact list may assist you in resolving your questions and/or concerns quickly.

If you need specific help with	Call
CityCore, CityNet & CityBasic Medical Plans (administered by Moda) Order medical cards, check claims, verify coverage, find providers	Moda Customer Service 503-243-3974 1-877-337-0649 www.modahealth.com www.modahealth.com/providersearch Connexus Network http://firsthealth.coventryhealthcare.com/ Travel Network Member Health Advocate: 855-466-6340 or cityadvocate@modahealth.com
Express Scripts (ESI) To order cards, verify coverage, find participating pharmacies	1-855-889-7760 or www.express-scripts.com
Delta Dental Plan Order dental cards, check claims, verify coverage, find providers	503-265-5680 or 1-877-277-7280 View claims history and provider list at www.modahealth.com
Vision Service Plan (VSP) For CityCore, CityNet, CityHD & CityBasic plan participants To verify coverage and find providers	1-800-877-7195 or www.vsp.com
Kaiser Permanente Medical, Dental and Vision Plans Order cards, check claims, verify coverage, find providers, make appointments	503-813-2000 www.kp.org 24 hour advice nurse 1-800-813-2000
Wellness Program Offerings	CityStrong (all employees) www.citystrongpdx.com 503-865-6176 Healthy Foundations (for CityCore and CityNet participants) www.healthyfoundationspdx.com 855-232-6899 Kaiser Programs (For Kaiser participants) www.kp.org/healthengagement www.chpactiveandhealthy.com

	<p>Fitness Center Discounts https://www.portlandoregon.gov/bhr/60325</p>
<p>Employee Assistance Plan (EAP) Cascade Centers To schedule an appointment, immediate crisis counseling, financial coaching, legal consultations, and more</p>	<p>24 hours a day, 7 days a week 1-800-433-2320 www.cascadecenters.com</p>
<p>Flexible Spending Accounts WageWorks For reimbursement information, eligible expense list, order new Healthcare FSA debit card</p>	<p>877-924-3967 (877-WageWorks) www.wageworks.com</p>
<p>Life & Disability Coverage</p> <p>Underwriting: Questions about the Evidence of Insurability form, status of your application</p> <p>Disability Telephonic Intake: For employees to file a STD or LTD claim, check status, ask questions</p>	<p>Standard Insurance Medical Underwriting 1-800-843-7979</p> <p>Group number 488980</p> <p>Telephonic Intake 833-878-8852</p>
<p>Benefitfocus</p>	<p>Employee enrollment portal</p> <ul style="list-style-type: none"> • www.portlandoregon.gov/benefits
<p>Voya – Deferred Compensation New enrollment, schedule an appointment, change investment allocations</p>	<p>503-937-0378 deferredcomp@lewis-stefani.com Appointments http://www.booknow.so/CityofPortland</p>
<p>PERS/OPSRP Balance information, annual statements, beneficiary changes</p>	<p>888-320-7377 www.oregon.gov/PERS</p>
<p>Fire & Police Disability & Retirement Fund Fire/Police pension and disability questions, beneficiary changes</p>	<p>503-823-6823 www.portlandonline.com/fpdr</p>
<p>Health & Financial Benefits Office</p>	<p>Contact</p>
<p>General benefit questions Family status changes New Hire Enrollment Orientations and other presentations Life Insurance processing</p> <p>If you need to fax documentation to the Health & Financial Benefits Office</p>	<p>Maranda Henderson Employee Benefits Analyst Maranda.Henderson@portlandoregon.gov 503-823-3552 (direct) 503-823-6031 (main line)</p> <p>Confidential fax number: 503-865-3270</p>
<p>ACA eligibility reporting and tracking Orientations and other presentations Leave tracking Handbooks updates and review Customer service back up Summary of Benefits by union</p>	<p>Garrett Benson Benefits Analyst 503-823-3929 Garrett.Benson@portlandoregon.gov</p>

<p>Premium reporting for active employees 700 and 707 loss ratio reporting/tracking Electronic records management lead Benefits problem resolution Vendor liaison for eligibility/ payment Seasonal Maintenance Worker liaison Life Insurance death claim processing Lead support for other benefits staff members Partner to HR Finance for benefit expenditure reporting Liaison to City Attorney's office with benefit public records requests/litigation</p>	<p>Santos Aguilar Employee Benefits Lead 503-823-2869 Santos.Aguilar@portlandoregon.gov</p>
<p>Family Medical Leave (FMLA/OFLA) coordination for the Portland Bureau of Transportation and BOEC Long- and Short-Term Disability Employer Statements</p>	<p>Suzanne Lindstrom Leave Program Specialist 503-823-4140 Suzanne.Lindstrom@portlandoregon.gov</p>
<p>Family Medical Leave (FMLA/OFLA) City Paid Parental Leave Catastrophic Leave Long-Term Disability Family Medical Leave bureau training, issue resolution and communication Injured Worker Re-employment program liaison</p>	<p>Linda Erlandsen Leave Program Coordinator 503-823-3404 Linda.Erlandsen@portlandoregon.gov</p>
<p>Benefit Administrative Compliance (e.g. discrimination testing, process of fees/1095c) Auditing Payroll exceptions processing Premium deduction verifications Systemic improvements and tracking of changes Lead for leave program staff</p>	<p>Hanh Tran Benefits & Leave Program Lead 503-823-5318 Hanh.Tran@portlandoregon.gov</p>
<p>Retiree customer service and education General benefit questions Vendor payments LMBC meeting minutes</p>	<p>Anne Hogan Employee Benefits Analyst 503-823-6031 Anne.Hogan@portlandoregon.gov</p>
<p>Retiree/COBRA enrollment and eligibility Premium payments Medicare advocacy Annual Enrollment for self-pay participants Compliance letters and termination notices</p>	<p>Debi Danielson Retiree & COBRA Administrator 503-823-6136 Debi.Danielson@portlandoregon.gov</p>
<p>Deferred Compensation Over Age Dependents monitoring, letters and communication Life Insurance application processing Final Paycheck Processing</p>	<p>Lisa Yuen Employee Benefits Analyst 503-823-3107 Lisa.Yuen@portlandoregon.gov</p>

<p>Deferred Compensation Consultant and vendor liaison Contract administration (with service providers) New Hire education and enrollment Catch-Ups (age 50 and 3-year) Customer service and communication planning Pay-period contribution reconciliation Quarterly reporting</p>	<p>Christina Pham Deferred Compensation Program Administrator 503-823-6140 Christina.Pham@portlandoregon.gov</p>
<p>Education (Benefit Days, onsite resources) Employee communications (newsletter, emails, other) Benefits Website Compliance Programs liaison Customer Service back-up</p>	<p>Jeannine Herrera Benefits Communications Analyst 503-823-4388 Jeannine.Herrera@portlandoregon.gov</p>
<p>Day to day administration of benefit plans Preventive Care Initiative Annual Enrollment coordination Labor Management Benefits Committee Special Projects (e.g. vendor implementation) Contracts Vendor issue resolution and exception approval PPA liaison</p>	<p>Michelle Taylor Benefits Supervisor 503-823-6137 Michelle.Taylor@portlandoregon.gov</p>
<p>Reporting (including premium reporting for COBRA/Retiree) Auditing (payroll, eligibility, time, Benefitfocus) Issue resolution Benefitfocus project lead 1094/5 compiling and filing with IRS</p>	<p>Mike Fryer Senior Business Systems Analyst 503-823-6119 Mike.Fryer@portlandoregon.gov</p>
<p>Assess needs for and provides education and services that focus on improving safety, lowering risk, and supporting health and wellbeing opportunities for employees across bureaus. Prepare exposure control plans, complete mandated reporting, analyze data, assess and manage exposures, administer immunizations and maintain records, respond to emergency needs.</p>	<p>Joel Michels Occupational Health & Wellbeing Manager 503-823-5238 or cell 503-823-1440 Joel.Michels@portlandoregon.gov</p>
<p>On-site wellness opportunities, resources and support to all employees through engagement events, biometric screening, challenges, and coaching.</p>	<p>Courtney Gilmore Health and Well-being Coordinator 503-865-6176 Courtney.Gilmore@portlandoregon.gov</p>
<p>Provide Citywide strategic leadership for the healthcare plan. Program evaluation and assessment of duties, administrative tasks, processes and improvements. Negotiate contracts with vendors and issue RFP's as needed. Work with Consulting Office on trend, utilization and City interests related to self-funded rates and overall budget requirements to sustain plans and appropriate reserve levels. Staff to the Labor Management Benefits</p>	<p>Vacant</p>

Committee, SME for collective bargaining, Complex issue resolution and professional development of individuals within Benefits team, education, training and communications.	
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