# AmTrust Benefits Contact Information

All AmTrust Benefits Information is Located at [www.amtrustbenefits.com](http://www.amtrustbenefits.com)

### Medical – Anthem BC/BS

**Group #:** 00169431  
**Customer Service:**  
- PPO: (800) 552-9159  
- HDHP: (888) 224-4902  
- Rx Mail Order: (866) 216-5449  
**Website:** [www.anthem.com](http://www.anthem.com)  
- To sign up for an account online, you will need your Anthem ID number (don’t use prefix “NOT”)  
*Mobile phone application also available*

### Medical – Kaiser Permanente

(employees who live in CA only)  
**Group #:**  
- Northern CA: 605280  
- Southern CA: 233230  
**Customer Service:** (800) 464-4000  
**Website:** [www.kp.org](http://www.kp.org)  
- To sign up for an account online, you will need your Health/Medical Record number  
*Mobile phone application also available*

### Dental – Delta Dental of Ohio

**Group #:** 1123-0001  
**Customer Service:** (800) 524-0149  
**Website:** [www.deltadentaloh.com](http://www.deltadentaloh.com)  
*Mobile phone application also available*

### Vision – VSP

**Group #:** 30043354 (plan does not use ID cards, only need group #)  
**Customer Service:** (800) 877-7195  
**Website:** [wwwvsp.com](http://wwwvsp.com)  
*Mobile phone application also available*

### Health Savings Account – HSA Bank

**Customer Service:** (800) 357-6246  
**Website:** [www.myhsabank.com](http://www.myhsabank.com)  
A bank account is automatically created for employees who sign up for a medical HDHP w/ HSA. HSA Bank may require you to complete an ID verification.  
*Mobile phone application also available*

### Flexible Spending Accounts – AmeriFlex

(health, dependent care, transit, parking)  
**Customer Service:** (888) 868-3539  
**Website:** [www.myameriflex.com](http://www.myameriflex.com)  
- To create an online account use:  
  - Employee ID: your SSN  
  - Employer ID: AMFAMTRUS  
*Mobile phone application also available*

### Critical Illness/Accident Insurance – VOYA

**Group #:** 69614-5  
**Customer Service:**  
- General Inquiries: (877) 236-7564  
- Claims Help: (888) 238-4840  
**Website:** [www.voya.com](http://www.voya.com)  
*Claims are submitted online*

### Disability/Life Insurance/Leaves – The Hartford

**Group #:** 697194  
**Customer Service:** (800) 549-6514  
**Website:** [www.thehartfordatwork.com](http://www.thehartfordatwork.com)  
*Mobile phone application also available*

### EAP & Health Champion – ComPsych

**Group #:** AMTRUST  
**Customer Service:** (855) 428-0573  
**Website:** [www.guidanceresources.com](http://www.guidanceresources.com)  
For help with: counseling services, legal, financial, understanding benefits, health care options, claims resolution, etc.  
*Mobile phone application also available*

### 401(k) – John Hancock

**Customer Service:** (800) 294-3575  
**Website:** [www.mylifenow.jhrps.com](http://www.mylifenow.jhrps.com)  
Employees can sign up after their first pay via the John Hancock website.  
*Mobile phone application also available*

### AmTrust Employee Center (AEC)

**Customer Service:** (844) 614-9180  
**Email:** [aec@amtrustgroup.com](mailto:aec@amtrustgroup.com)

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Plan participants can create online accounts for all of the above benefits to look up providers, gain access to benefit information, print ID cards (if applicable), manage your account and much more

*Revised 10/10/2016*