



**EXTRA! EXTRA! OE13 THREE WEEKS ONLY! ENDS NOV. 21!**

# BENEFITS MATTER



IMPORTANT INFORMATION REGARDING YOUR 2013 BENEFITS | BARGAINING UNIT | NOVEMBER 2012

## What's Changing with Health Care Reform?

Since the continuing Affordable Care Act became law in March 2010, many changes to health care have been planned and will be implemented over the course of four years. Some changes, like the requirement that all preventive care services be fully covered under all medical plans, have already been implemented and are in place.

However, there are some aspects of health care reform that have yet to be implemented, including changes for 2013. One of the most important 2013 changes is a change to the Health Care Flexible Spending Account (FSA) limits, which will decrease from \$5,000 to \$2,500 per year.

Additionally, the Act is expanding access to [preventive services for women](#).

The following list highlights some of the covered services:

- [Anemia](#) screening on a routine basis for pregnant women
- [BRCA](#) counseling about genetic testing for women at higher risk
- [Cancer](#) screening
- [Comprehensive](#) breastfeeding support and counseling from trained providers, as well as breastfeeding supplies
- [Contraception](#)
- [Domestic and interpersonal violence](#) screening and counseling
- [Folic Acid](#) supplements for women who may become pregnant
- [Human Papillomavirus \(HPV\) DNA Test](#) every three years
- [Mammography](#) screenings every one to

**Health Care Flexible Spending Account (FSA) limits will decrease to \$2,500 in 2013.**

two years for women older than 40

- [Osteoporosis](#) screening for women older than 60 depending on risk factors
- [Well-woman visits](#) to obtain recommended preventive services for women under 65

For more detailed information, visit [Anthem's health care reform site](#) dedicated to the topic.

## Did You Know the EAP Offers...

Did you know that the Employee Assistance Program (EAP) offers parenting forums, elder care resources, programs for quitting tobacco, and financial calculators to help with budgeting, investing and retirement planning?

For instance, tobacco cessation services include an online component featuring self-help resources in addition

to personal telephone counseling to help employees kick the habit. The [tobacco cessation](#) section of the website provides access to top articles, webinars, videos and expert information to learn more about breaking addictions. There also are interactive self-help programs designed to help a smoker gauge his or her readiness to quit and create a personalized cessation plan.

The EAP also offers a wealth of information about family life for parents, including complete sections devoted to infants and toddlers, preschool- and school-age youth, preteens and teens, and adult children. Each age range features pertinent articles, parenting forums and additional websites, as well as resources devoted to helping parents. Whether it's finding a qualified caregiver from a listing of [state childcare directories](#) or reading the latest news about children's health and wellness issues, the EAP offers an easy-to-use, compiled



resource to help you find what you're looking for.

Family life means more than raising children. Often, it encompasses taking care of an older relative or a child or adult with special needs. Through the EAP, there's a caregiving section devoted to the unique situations presented by these



**No matter what stage of life you're in, the financial and legal resources found on the EAP site are first rate.**



circumstances. There are special resources for people devoted to taking care of an elder or special-needs dependent. Just as there is a resource for finding child care within the parenting section, there's an [elder care resource](#) to help caregivers find support for an aging loved one.

No matter what stage of life you're in, the financial and legal resources found on the EAP site are first rate. The section spans consumer information helping the "buyer beware," to estate planning guidance, financial calculators and budgeting advice, and [online legal tools](#) to create a will and more.

Battelle employees can find and utilize all EAP services through Battelle's InShape wellness program. The [InShape website](#) is

located on InfoSource, and houses links to work/life services to help employees balance the demands of work and home. PNNL employees can access it through the [Benefits intranet site](#). Additionally, the services can be accessed directly by both groups through the EAP's website, [Live and Work Well](#).

You do not need to elect to participate in the EAP during Open Enrollment. It is an always-available service offered to all employees and their family members.

If you have an immediate concern about a work, personal or financial issue, you can access your benefit at any time, by requesting a confidential [phone or online consultation](#). Perhaps you're looking for a little more information and need a bit of assistance. The EAP's specialists are on-hand 24 hours a day, seven days a week to lend a bit of support.

To explore the EAP's offering, call 866-728-8403, visit [InShape](#) (Battelle employees only) or OptumHealth's website at [www.liveandworkwell.com](#) (access code: battelle).



## PNNL Staff Save with PerksCard

A new season of PerksCard is upon us and, if you've never signed up or signed up and forgot to use these discounts, now is your chance! PerksCard is open to all PNNL employees, retirees and their families and is great way to save money locally, online and when you travel. PerksCard has set up an online portal just for PNNL employees that highlights discounts for a variety of goods and services. From big things like buying a car or purchasing a home to everyday activities like going out to dinner or dry-cleaning, PerksCard has something for everyone. And it's easy to get set up simply by following these steps:

### HOW TO REGISTER FOR YOUR PERKSCARD (PNNL ONLY)

1. Go to [www.perkscard.com](#)
2. Click on the "Register Now" located at the top of the homepage
3. In the field labeled "Your Group Code" (second field) simply enter BPND12
4. Fill out your profile information and click "Register" at the bottom of the page
5. Once you register, you can print out your card by clicking the link in the left hand navigation bar and review the discounts in your area

If you registered but forgot your username or log-in, there is an easy link to recover your password or you can call the PerksCard customer service number at 1-877-253-7100 for assistance.

The other great thing about PerksCard is that the program works for you! So, if you have a business you'd like to see discounted, just e-mail [life@pnnl.gov](mailto:life@pnnl.gov) with the suggested business and its contact information and PerksCard will try to get that set up for you.

## Mobile Mammography

[Providence Women's Health Mammography Coach](#), a mobile medical unit, made its first visit to PNNL in June and was a huge success! Employees were excited and supportive to have the Coach on-site at PNNL and were impressed by the state-of-the-art equipment. The Coach allowed employees a quick, efficient, and easy way to complete their annual check-up, which is not the most pleasant thing to do.

Based on the feedback received from employees who wanted to utilize this service, but were not due for appointments or not available on the scheduled dates, we have already scheduled the Coach to

come back **Nov. 13 and 14, 2012**. For those who participated in June, please keep in mind that we plan to have them back in June 2013 to keep women on schedule. The exact June dates have not been finalized, but please watch for communication next year so you can schedule your appointment early.

If you would like to schedule your appointment for Nov. 13 or 14, call the Women's Health Center at 1-877-474-2400. Remember, this service also is available to covered dependents on your medical plan, but the minimum age that can be seen on the Coach is 30.



### PROVIDENCE WOMEN'S HEALTH MAMMOGRAPHY COACH

We have scheduled the Coach to come back this **Nov. 13-14**

# Generic Drugs Offer Cost Savings and Value

For Battelle and PNNL medical plan members, prescription drug coverage is administered by CVS Caremark. Prescription Benefit Managers like CVS Caremark track usage of generics within their programs by figuring the generic dispensing rate. The generic dispensing rate is calculated by dividing the total number of generic prescriptions by the total number of prescriptions dispensed in a given time period. For every 1 percent increase in Battelle's and PNNL's generic dispensing rate, the gross pharmacy spend is estimated to decrease by 2.5 percent. Lower costs for the Battelle and PNNL plan sponsor mean lower costs for plan participants, and contribute to lower charges to our clients.

Battelle and PNNL employees have been embracing the cost-saving opportunity that generics provide. Battelle and PNNL plan participants have gone from a generic dispensing rate of 69.4 percent just a few years ago to 76.5 percent as of August of

2012. This increase in generic utilization has contributed significantly to Battelle's and PNNL's lower medical plan cost increases when compared to our peers.

At the end of 2011, the cholesterol-lowering drug Lipitor, commonly prescribed to treat or prevent cardiovascular disease, became available in generic form. The generic version of Lipitor is currently available, while other medicines prescribed to lower cholesterol such as Crestor and Vytorin are still available only by brand name.

In 2010, Battelle and PNNL had more than \$1.1 million in claims for Lipitor, with more than 400 prescriptions filled. So far this year, we're on target to save \$225,000 to the plan because of Lipitor's availability as a generic drug. Current member cost for a 90-day supply of brand-name Lipitor is about \$120. The member cost for the same supply of the generic drug is \$20, translating to an annual savings of \$400 per member per year for those who purchase

the generic formula under Battelle's and PNNL's prescription drug benefit.

Additional brand-name medications expected to be available in generic form before the end of 2012 include Diovan, Maxalt MLT, Temodar, and Tricor. In addition, there are a number of popular brand-name drugs tentatively scheduled for generic launches sometime between the third and fourth quarter of 2013. The drugs scheduled within this timeframe include Aciphex, Cymbalta, and Niaspan. Availability of generic versions of these medications also will most likely have a positive impact on Battelle's and PNNL's generic dispensing rate.

For more information about your prescription drug benefit or to view the formulary drug list or value generics list, visit the [Battelle](#) or [PNNL](#) Benefits website or [www.caremark.com](http://www.caremark.com).

Sources: CVS Caremark, Wikinvest

## What You Can Do to Save

1. Always ask your doctor if a generic is available for the medicine you are being prescribed.
2. Ask your doctor to allow generic substitution on all your prescriptions.
3. Ask your pharmacist to fill your prescription with a generic equivalent, if available.
4. Order your prescriptions through the CVS Caremark Mail Service Pharmacies. Your prescription benefit allows CVS Caremark to fill your prescription with a generic equivalent for your prescribed medicine if your doctor permits.



## Occupational Health Services Clinic Now at PNNL Doorstep

PNNL opened its onsite Occupational Health Clinic on October 1, 2012, with health services provided by AnovaWorks, PLLC. The clinic's onsite location on the first-floor, southeast corner of LSB is conveniently located to serve nearby PNNL and PNSO staff.

Open 7:30 a.m. to 4:30 p.m., Monday through Friday, the clinic offers services that include:

- Work-related routine and periodic exams
- Foreign travel exams
- Occupational injury care
- Work restriction reviews
- Return to work evaluations



Appointments can be scheduled by phone at 509-371-7848 or e-mail at [myocchealth@pnnl.gov](mailto:myocchealth@pnnl.gov).

Day-to-day clinic staff includes a nurse practitioner, registered nurse and support from medical assistants and administrative assistants. A physician/medical director is also available eight to 10 hours a week.

Employees who have visited the clinic since it opened report little to no waiting at appointments that typically are completed in less than 30 minutes. In addition, the number and length of work interruptions for exams and occupational injury care have dropped significantly.

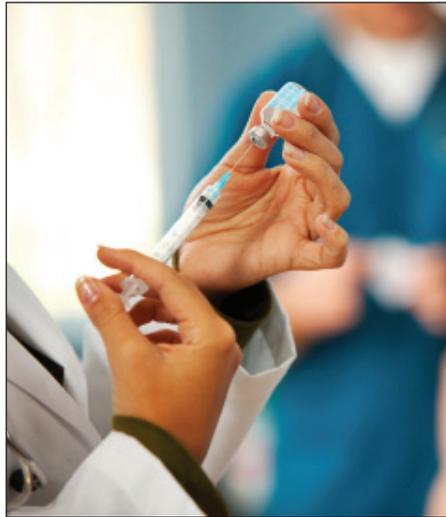
# Shingles Vaccine Coverage Tips

Shingles is a painful skin rash that can occur in adults. It occurs within a person's nerve roots when a dormant varicella zoster virus (the one that causes chicken pox) becomes active again.

Cost and storing requirements of the shingles vaccine limit many primary care doctors from stocking it, making it difficult for plan participants to find doctors who administer it in their offices. Effective last year, Battelle and PNNL began covering the shingles vaccine Zostavax in full under the CVS Caremark prescription drug plan for plan participants who are age 50 and older.

The process of obtaining the vaccine can be complicated. Here are some tips to help make it easier:

- You will need to obtain a prescription from your doctor. You can then bring the prescription to any one of the plan's participating [retail pharmacies](#).
- Some pharmacies stock the vaccine while others don't. You will want to call your local pharmacy in advance to verify whether it stocks the vaccine prior to dropping off your prescription.



- Some pharmacies administer the vaccine on-site, and some don't. If the pharmacy administers it on-site, you may be charged an administration fee for the service. This fee is not covered by the prescription drug plan and you will have to pay for it out-of-pocket.
- If the pharmacy does not administer the

vaccine on-site, you will need to bring it back to your doctor's office to get the shot. In this case, it is important that you obtain transporting instructions from either your doctor or pharmacist.

- If the pharmacy indicates there is a co-pay associated with the prescription, have the pharmacist call a CVS Caremark Customer Care representative at Battelle's (1-888-543-4919) or PNNL's (1-877-668-8993) dedicated call line for assistance with processing the claim. The shingles vaccine is covered at a zero dollar co-pay for all plan members.

As a reminder, Battelle's and PNNL's medical plans also provide coverage for the shingles vaccine. If you are able to locate a doctor that stocks the vaccine in his or her office, the cost of the vaccine is covered as part of the preventive care benefit.

Shingles is only one of the immunizations the [Center for Disease Control](#) recommends for adults. See the accompanying chart for information about additional recommended vaccines, when and how often they should be administered.

CDC RECOMMENDED IMMUNIZATIONS FOR ADULTS						
Then you should get these vaccines	If you are this age,					
	19 - 21 years	22 - 26 years	27 - 49 years	50 - 59 years	60 - 64 years	65+ years
Influenza (Flu)	GET A FLU VACCINE EVERY YEAR					
Tetanus, diphtheria, pertussis (Td, Tdap)	GET A TDSP VACCINE ONCE, THEN A TD BOOSTER VACCINE EVERY 10 YEARS					
Varicella (Chickenpox)	2 DOSES					
HPV Vaccine for Women	3 DOSES					
HPV Vaccine for Men	3 DOSES	3 DOSES				
Zoster (Shingles)					1 DOSE	
Measles, mumps, rubella (MMR)	1 OR 2 DOSES			1 OR 2 DOSES		
Pneumococcal (pneumonia)	1 OR 2 DOSES					1 DOSE
Meningococcal	1 OR MORE DOSES					
Hepatitis A	2 DOSES					
Hepatitis B	3 DOSES					

Boxes this color show that the vaccine is recommended for all adults unless your doctor or nurse tells you that you cannot safely receive the vaccine.

Boxes this color show when the vaccine is recommended for adults with certain risks related to their health, job or lifestyle that put them at higher risk for serious diseases. Talk to your doctor or nurse to see if you are at higher risk.

No recommendation

# How Your Disability Program Works

The Disability Program for PNNL and Battelle Bargaining members coordinates Short-Term Disability, Long-Term Disability, and the Family and Medical Leave Act (FMLA) coverage under a single administrator to provide streamlined, seamless coverage.

Unum is the administrator of Battelle's and PNNL's disability coverage. The disability plan differentiates between casual illness and short-term disability. When you are unable to work for short-term health reasons, such as a cold or the flu that lasts for seven calendar days or less, you use your Personal Time Account ("PT") hours to cover that absence.

The Short-Term Disability Program replaces all or part of your income if you are unable to work due to an illness or injury lasting longer than seven calendar days, for example due to surgery or major illness.

For Staff Member's with 12 full months of service or more, an Eligibility Account is maintained to supplement Short-Term Disability payments in the amount of 20 days plus two days for each year of service.

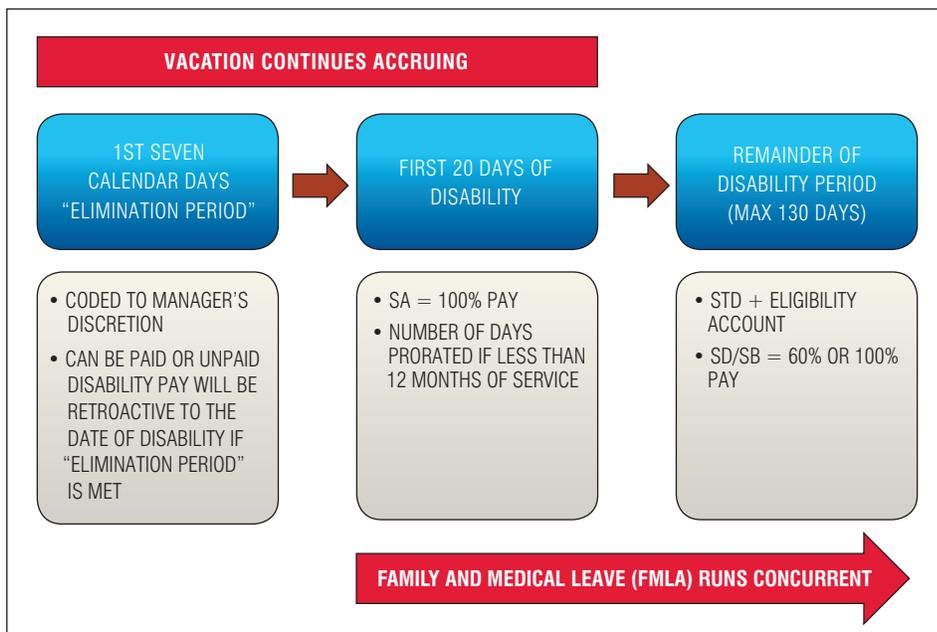
The eligibility account will not exceed "20 + 2" in any consecutive, rolling 12-month period. If any time has been charged to the eligibility account in the 12 month preceding the current STD, the calculation will be reduced by this amount.

If your absence qualifies for Family and Medical Leave, it will be used at the same time as Short-Term Disability (it runs concurrently).

The Long-term Disability Program provides a 50 percent benefit, or 60 percent benefit less any deductible sources of income (e.g. Social Security), for eligible long-term disabilities, payable starting on Week 27 and continuing up to age 65. If your disability is incurred at age 60 or later, your monthly benefits may continue beyond age 65. Please refer to the Long-Term Disability Summary Plan Description on the HR website for additional information.

## STEP 1: Contact Unum

To initiate a disability claim, you should call the Leave Management Line at Unum as early as possible, even in advance of a disability (for situations such as planned surgery), at 1-866-269-0978 available Monday through Friday, 5 a.m. to 5 p.m. Pacific Time. You will need to provide Unum with PNNL's Short-Term Disability Policy Number, 133483.



## STEP 2: Claim Intake and Review

A Unum Intake Specialist will work with you to file the claim. Unum will confirm your eligibility data, obtain the reason for leave and estimate your return to work date. This begins the short- and long-term disability process, as well as the FMLA approval.

## STEP 3: Benefits Office Sends Manager Memo

Once the initial disability claim is approved by Unum, an e-mail memo from the Benefits Office is sent to your manager detailing how your time should be recorded. Payroll, your Human Resources Manager, Security, Work Team Leaders and Administrators who maintain Overtime Callout lists, are copied on this memo as well. Above is a flow chart to demonstrate a typical time card coding, application, and utilization.

## STEP 4: Manager Inputs Short-Term Disability on Timecard

Your manager, or his/her delegate, will record your short-term disability time on your timecard during your absence. Short-term disability time cannot be recorded until your manager has received the e-mail memo from the Benefits Office.

## STEP 5: Employee Keeps Manager Appraised of Return to Work Date

Remember, it is your responsibility to keep your manager up to date on when you will return to work. Your manager may also

require you to provide updates daily, weekly, or monthly, as is appropriate under the circumstances.

## STEP 6: Unum Contacts You Throughout Leave

A Short-Term Disability Specialist performs ongoing management as needed and continues clinical reviews at least once every four weeks. If you are nearing the maximum period of Short-term Disability, 130 days, Unum will work with you to transition to Long-term Disability, when appropriate.

## STEP 7: Preparing to Return to Work

The Unum Short-Term Disability Specialist will monitor your return to work status. You will need to obtain a note from your physician releasing you to return to work. The date on this release should match the date given to you by Unum as your expected return to work date. If it does not, you will need to contact Unum to request an extension of benefits.

## STEP 8: Returning to Work

You must go through PNNL's On-Site Occupational Health Clinic (OH) on the day that you are released to return to work. Make sure to bring your physician's release note with you to OH. Once you clear through OH, give your manager and the Benefits Office a copy of both your physician's release and your OH release so that your status can be returned to active.

# Dependent Eligibility and Verification

One very important component to making the right choice when it comes to your benefits is fully understanding who in your family is eligible to be covered. Different plans have different requirements, but generally spouses, registered partners and children are eligible.

Battelle and PNNL require proof of eligibility for newly added dependents. When employees have a qualifying status change or "life event," such as birth, marriage, employment change, or death, they have 31 days to notify their component's Benefits office in order to have that change recognized. Otherwise, changes cannot be



made until the annual open enrollment period. That proof of eligibility generally comes from tax documents, but occasionally can be supplied from other legal documents.

To comply with obligations for reimbursements under our federal contracts, Benefits

periodically holds a dependent audit. That means all employees must provide updated proof of eligibility for all dependents, even if they are not requesting a change. The next scheduled audit will be for Battelle staff only and will be held in the spring of 2013. PNNL held their most recent dependent audit in 2011. More details about the Battelle audit will be provided as we get closer to the date of the audit.

For questions about dependent eligibility and verification, view the OE13 Benefits Guide, which can be found on [PNNL's Benefits intranet site](#) or [Battelle's Benefits intranet site](#).

## DEAR BENEFITS LADY

**Q: My grown son has returned home from college and is working at a temporary job while he looks for employment in his field of study. Is he eligible for coverage under Battelle's/PNNL's plans?**

**A:** He may be. For example, Battelle's and PNNL's medical plan covers children until age 26. However, eligibility varies depending on the plan, and dependent verification and proof of eligibility are required for enrollment in any of Battelle's/PNNL's plans. Your son's age, whether he resides with you, and whether he is your tax dependent are eligibility criteria that are different for the medical plans, dental plan and group accident insurance. For a specific list of the requirements and the acceptable documentation, visit the Dependent Eligibility Requirements section of the OE13 Benefits Guide.

**Q: I submitted my benefits elections, but I haven't received an e-mail confirmation from the Benefits Department. What's going on?**

**A:** This is a common question. Did you check to be sure you clicked the "submit" button at the end of your online session? Often we find employees only clicked "save," instead of "submit." Also, busy employees sometimes save their elections, thinking they'll return and make their elections final, then they get caught up in their lives and never make it back. So please don't forget to hit submit! You will know your elections have been registered in the system when you receive a confirmation e-mail the next day. If you haven't received your confirmation the next business day, you haven't

submitted your elections and you need to log back in to complete your enrollment.

**Q: I made my Open Enrollment elections today but I couldn't figure out how to increase my Additional Life Insurance. How do I do that?**

**A:** Additional Life Insurance cannot be changed as part of the annual Open Enrollment process. If you have a family status change (for example, marriage, birth, adoption, divorce, etc.) during the year, you may increase your additional life insurance by one level from your current coverage. You have 31 days from the date of the event to turn your forms in to your component's Benefits Office. However, if you wish to increase your additional life insurance more than one level, or if you have not experienced a family status change that will allow you to increase your level of coverage, you can complete an application for enrollment and submit it to your component's Benefits Office. You will then receive an Evidence Of Insurability form to complete and submit to Unum for review to determine if you demonstrate good health for purposes of insurance coverage. Unum will notify you and your component's Benefits Office of their decision.

**Q: I used to get an Explanation of Benefits (EOB) every time I went to the doctor but I haven't received one for a long time. Did Anthem stop sending them?**

**A:** In January of 2011, Anthem stopped sending EOBs for claims that were paid in full by your medical plan. So, Anthem will only send you an EOB if you are respon-

sible for paying part of the claim. If you still wish to view your EOBs, members can log in to Anthem's website at [www.anthem.com](http://www.anthem.com) and access their EOBs via the "Plans and Benefits" section of the website. Anthem implemented this initiative in an effort to improve member communications, reduce member confusion, streamline the administration of health benefit plans, and become more environmentally responsible.

**Q: I don't care for automated telephone systems. I want to speak to a real person when I call Anthem. Do I have to go through their automated phone system, even for general questions?**

**A:** Often times the automated system may be able to give you what you need, but if you would prefer to speak with a live person, you can simply press "0" to bypass the recording.

**Q: I don't think I have updated my beneficiary information since I was hired. Can I change it now, and if so, what do I need to do?**

**A:** Beneficiary information can be updated at any time, but you must complete new forms (available on the Benefits website) and submit the originals to your component's Benefits Office. Please note that the Savings Plan and Pension Plan beneficiary forms must be printed double-sided in order to be valid. If you are not able to print or copy double-sided, contact your component's Benefits Office and they will send you a hardcopy.

## IMPORTANT EVENTS

### October 23 – November 21

Open Enrollment websites live

- Intranet

PNNL: <https://hr.pnl.gov/openenrollment>

Battelle: <https://infosource.battelle.org/sites/1400/1419>

- Internet

PNNL: <http://benefits.pnnl.gov/openenrollment>

Battelle: <http://www.battelle.org/benefits>

Open Enrollment guide posted online

### November 1 – 21

Open Enrollment period

Online enrollment available on [MyHR](#) (PNNL) and [Self Service](#) (Battelle)

### November 1

Open Enrollment begins

Benefits Matter newspaper posted online

### November 21

Open Enrollment ends

Online enrollment closes at 11:59 p.m. PT for PNNL staff and 8:59 PT for Battelle staff

### December 21

Dependent verification for newly enrolled dependents must be received by your component's Benefits office by 5 p.m. PT for PNNL Staff and 2 p.m. PT for Battelle Staff

## CLASSIFIEDS

### DENTAL



#### DENTAL PLAN

If you're enrolled in the dental plan, your claims are administered by Delta Dental. Delta Dental provides you with access to two of the nation's largest networks of participating dentists: the Delta Dental PPO network and the Delta Dental Premier network.

#### Contact Info:

Customer Service:  
800-524-0149

[www.deltadentaloh.com](http://www.deltadentaloh.com)

Claims Only

Mailing Address:

PO Box 9085, Farmington Hills, MI 48333-9085

Written Inquiries

Mailing Address:

PO 9089, Farmington Hills, MI 48333-9089

### EMPLOYEE ASSISTANCE PROGRAM



#### EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program, administered by OptumHealth, is a free and confidential counseling resource available to you. While the EAP provides resources for alcohol and drug abuse, stress, anxiety and depression, it also provides resources for financial services, legal assistance and workplace issues.

#### Contact Info:

Customer Service:  
866-728-8403

[www.liveandworkwell.com](http://www.liveandworkwell.com)

(access code: battelle)

### FLEXIBLE SPENDING ACCOUNT



#### HEALTH CARE AND DEPENDENT CARE FSA

The Flexible Spending Account (FSA) lets you pay certain health and dependent care expenses with before-tax dollars. You may choose to enroll in one or both of the accounts. **\*You must actively enroll during the Open Enrollment period every year if you choose to participate.**

#### Contact Info:

Customer Service:  
800-284-4885

[www.healthhub.com](http://www.healthhub.com)

### MEDICAL & VISION



#### MEDICAL AND VISION PROGRAM

Your medical benefits provide coverage for vision exams and hardware in addition to routine, preventive and emergency health care throughout the year.

#### Contact Info:

Anthem Network Only Plan  
Anthem Premier PPO Plan  
Customer Service:

800-514-3021

Anthem 24-Hour Nurse

Line: 888-596-9473

[www.anthem.com](http://www.anthem.com)

### PHARMACY



#### PRESCRIPTION DRUG BENEFITS

Having a prescription drug benefit helps manage the cost of your prescription needs. Regardless of which medical plan you choose, your prescription drug coverage will be administered by CVS Caremark.

#### Contact Info:

Battelle-dedicated  
Customer Service Line:  
888-543-4919

PNNL-dedicated  
Customer Service Line:  
877-668-8993

[www.caremark.com](http://www.caremark.com)  
[www.caremark.com/battelle](http://www.caremark.com/battelle)

### BATTELLE: HOW TO REACH US

Benefits Administration

Benefits Hotline: 614-424-6351

Online: [www.battelle.org/benefits](http://www.battelle.org/benefits)

E-mail: [bcobenefits@battelle.org](mailto:bcobenefits@battelle.org)

Mail: Benefits Administration, Battelle Memorial Institute, 505 King Avenue, A-194, Columbus, OH 43201

### PNNL: HOW TO REACH US

Benefits Office, ROB 1286

Benefits Phone: 509-375-6359

Online: <http://benefits.pnnl.gov>

E-mail: [ask.benefits@pnnl.gov](mailto:ask.benefits@pnnl.gov)

Mail: Benefits Office, Pacific Northwest National Laboratory, 902 Battelle Boulevard, Richland, WA 99352