

TOTAL REWARDS

**HUMAN RESOURCES
UNIVERSITY OF ROCHESTER**

www.rochester.edu/totalrewards

Contact Ask-URHR

585-275-8747 (585.ASK.URHR)
8:00am - 5:00pm
Monday - Friday
Email: ask-urhr@rochester.edu

Contact Benefits

Hours

7:30am - 5:00pm
Monday - Friday

Phone

585-275-2084

Location

Corporate Woods

Address

University of Rochester
Office of Total Rewards
PO Box 270453
60 Corporate Woods, Suite 310
Rochester, NY 14627-0453

Email

totalrewards@rochester.edu

Contacts and Resources

ALEX - Benefits Decision Tool	ALEX® is an online benefits decision tool to help you understand and choose University Benefits for you and your family: www.rochester.edu/totalrewards/video		
Health Care Plans	Aetna 1-877-864-4583 www.aetna.com	Excellus BlueCross BlueShield 1-800-659-2808 or 585-232-2632 www.excellusbcbs.com/ur	Accountable Health Partners 1-888-457-7463 or 585-784-8855 www.ahpnetwork.com
Prescription Drug Plans	Aetna 1-888-792-3862 www.aetna.com	Excellus BlueCross BlueShield 1-877-391-9296 www.excellusbcbs.com/ur	
Dental Plans	Excellus BlueCross BlueShield 1-800-724-1675, www.excellusbcbs.com		
Flexible Spending Accounts (FSAs) • Health Care FSA • Limited Purpose Health Care FSA • Dependent Care FSA	PayFlex (Aetna) 1-888-678-8242 www.PayFlexDirect.com	Lifetime Benefit Solutions (Excellus) 1-800-327-7130 or 585-232-2632 https://ebrparticipant.lh1ondemand.com	
Health Savings Account (HSA)	PayFlex (Aetna) 1-888-678-8242 www.PayFlexDirect.com	HSA Bank (Excellus) 1-800-357-6246 www.hsabank.com	
Well-U Program	University Well-U Office 585-273-5240, www.rochester.edu/well-u		
Condition Management Programs, Biometric Screenings, and Personal Health Assessment	School of Nursing Center For Employee Wellness 585-275-6300, www.rochester.edu/well-u		
Lifestyle Management Programs	Healthy Living Center 585-530-2050, www.rochester.edu/well-u		
Behavioral Health Partners (BHP)	Behavioral Health Partners 585-276-6900, www.rochester.edu/well-u/emotional		
Employee Assistance Program (EAP)	Strong Employee Assistance Program 585-475-0432, strong_eap@urmc.rochester.edu www.rochester.edu/well-u/emotional		
Retirement Plans	TIAA 1-800-410-6497, www.tiaa.org/Rochester		
Life Insurance	Securian Life 1-800-941-2192, lifebenefits@securian.com www.lifebenefits.com		
YOUR Benefits Extras • Group Auto & Home Insurance • Hyatt Legal Plans • VSP Vision Care	YOUR Benefits Extras Customer Care: 1-888-935-9595 customerservice@corestream.com www.YOURBenefitsExtras.com		
Long-Term Care Insurance	Legacy Services 1-800-230-3398 ext. 101, custsvc@4groupptci.com		