

Benefits Contact Info for Employees and Retirees

Medical Coverage for Active Employees and Non-Medicare Retirees

Blue Cross Blue Shield of Massachusetts

Member Services: 1-800-782-3675

<https://www.bluecrossma.org/>

Prescription Coverage for Active Employees and Non-Medicare Retirees

Maxor Plus

For Network Blue and Blue Care Elect Members

(Members on Access Blue should use the Blue Cross Member Services line)

Customer Service: 1-800-655-6146

<https://www.maxor.com/maxorplus/members/>

Medical and Prescription Coverage for Medicare Eligible Retirees

Aetna

For the Aetna plan, retirees go through Retiree First which is the City's liaison to Aetna.

Do not call Aetna directly.

Customer Service: 1-508-300-9697 or 1-855-835-5847

<https://retireefirst.com/>

Dental Coverage

Altus Dental

Customer Service: 1-877-223-0588

<https://www.altusdental.com/Member>

Free Prescription Drug Programs

CanaRx / Fall River Meds

Customer Service: 1-866-893-6337

<https://www.canarx.com/faqs/member/> (Use Plan ID FALLRIVER)

ElectRx

Customer Service: 1-855-353-2879

Diabetes Care Rewards Program

Good Health Gateway

800-643-8028

<https://www.goodhealthgateway.com>

Vision Coverage

Blue2020

Customer Service: 1-855-875-6948

<https://www.blue2020ma.com/blue2020ma/en>

Health Savings Account (HSA)

Health Equity

(For members on Access Blue New England)

Customer Service: 1-866-346-5800

<https://my.healthequity.com/ClientLogin.aspx>

Flexible Spending Account

Cafeteria Plan Advisors

Main Number: 781-848-9848

www.cpa125.com

COBRA

Flexible Benefit Service LLC

Main Number: 1-847-699-6900

Employee Assistance Program (EAP)

Southcoast Health

Main Number: 508-973-7171

<https://www.southcoast.org/services/occupational-health/employee-assistance-program/>

Retirement (Pension or OBRA)

Fall River Contributory Retirement Board

City Employees/Retirees, School Facilities, Nutrition, Paraprofessionals, etc.

Main Number: 508-646-9120

MTRS

Teachers, Administrators, Nurses, etc.

Main Number: 617-679-6877

BENCOR

Board Members, Part-Time and Seasonal Employees

Participant Support: 1-866-296-9712

City Contacts

Human Resources (City Hall)

Personnel for City employees
Benefits for City and School Employees and Retirees)

Main Number: 508-324-2661

E-mail: humanresources@fallriverma.gov

Fax: 508-324-2112

Auditor (Payroll)

Main Number: 508-324-2200

E-mail: auditors@fallriverma.gov

Fax: 508-324-2204

School Contacts

School Human Resources (Rock Street)

Personnel for School Employees

Main Number: 508-675-8420

School Payroll

Main Number: 508-676-9854

Fax: 508-676-9873

Deferred Compensation

Empower/Smart Plan

457b for City Employees, 403b for School Employees

Vito De Simone: 401-439-3715 or vito.desimone@empower-retirement.com

Equitable

403b for School Employees

Russell Noonan: 781-237-8238 or russell.noonan@equitable.com

Joseph McDonald: 508-577-5920 or joseph.mcdonald@equitable.com

Nationwide

457b for City Employees

Bill Redihan: 617-686-8990 or w.redihan@nationwide.com

Life, Disability, and Cancer Insurance

AFLAC

Accident, Disability, and Cancer Insurance

Evan Cross: 508-523-3047 or evan_cross@us.aflac.com

Chris Cullinan: 617-869-1904 or christopher_cullinan@us.aflac.com

Colonial Life

Accident, Disability, Cancer, and Life Insurance

Kimberly Cunningham: 401-596-1510 or kimberly.cunningham@coloniallifesales.com