

Benefits Contact Info for Employees and Retirees

Insurance

Blue Cross Blue Shield of Massachusetts (Medical Insurance)

- Member Services 1-800-782-3675

Altus Dental (Dental Insurance)

- Customer Service 1-877-223-0588

Maxor Plus (Prescription Coverage for non-Medicare members)

- Customer Service 1-800-655-6146

Retiree First / Aetna (Coverage for Medicare Members)

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

CanaRx / Fall River Meds (Free Prescription Drug Plan for insured members)

- Customer Service 1-866-893-6337

ElectRx (Free Prescription Drug Plan for insured members)

- Customer Service 1-8555-353-2879

Blue2020 (Supplemental Vision Insurance)

- Customer Service 1-855-875-6948

Cafeteria Plan Advisors (Flexible Spending Plan)

- Main Number 781-848-9848

Health Equity (Health Savings Account for members on Access Blue New England)

- Customer Service 1-866-346-5800

Flex (COBRA)

- Main Number 1-847-699-6900

Employee Assistance Program (Southcoast Health)

- Main Number 508-973-7171

Retirement

Fall River Retirement Board (Pension system for City employees/retirees, School Facilities, Nutrition, Paraprofessionals, etc.)

- Main Number 508-646-9120

MTRS (Pension system for teachers, administrators, etc.)

- Main Number 617-679-6877

BENCOR (Retirement for part-time employees)

- Participant Support 1-866-296-9712

City Contacts

Human Resources (Personnel for City employees, benefits for City, School and Retirees)

- Main Number 508-324-2661
- E-mail humanresources@fallriverma.org
- Fax 508-324-2112

Auditor (Payroll)

- Main Number 508-324-2200
- Fax 508-324-2204

School Contacts

Human Resources (Personnel for School Employees)

- Main Number 508-675-8420

Payroll

- Main Number 508-676-9854
- Fax 508-676-9873

Voluntary Benefits

AFLAC (Disability and Cancer Insurance)

- Evan Cross 508-523-3047 evan_cross@us.aflac.com
- Chris Cullinan 617-869-1904 christopher_cullinan@us.aflac.com

Nationwide (457b for City Employees)

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

Smart Plan (457b for City Employees, 403b for School Employees)

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

AXA (403b for School Employees)

- Russell Noonan 781-237-8238 russell.noonan@equitable.com
- Joseph McDonald 508-577-5920 joseph.mcdonald@equitable.com

TSA (to withdraw funds from a 403b account)

- Customer Service 850-362-6840 or 888-796-3786

Colonial Life (Supplemental Life Insurance)

- Kimberly Cunningham 401-596-1510