



Human Resources Remote Service



Benefits

To add coverage, drop coverage, make other benefit changes, or if you have questions about retirement, filing a death claim, or medical support orders, please call or email 901-636-6800 - benefitsquestions@memphistn.gov

To contact the Benefits Office or to request an appointment, Call 636-6800 or visit us online at www.totalrewards.memphistn.gov using the **“Contact Us”** tab. You may also email us directly at benefitsquestions@memphistn.gov
For complete information regarding Total Rewards, visit totalrewards.memphistn.gov

General Blue Cross Blue Shield Medical and Prescription questions
1-888-796-0609

Metlife Dental questions - 800-438-6388

Blue Cross Blue Shield Vision Coverage questions -877-342-0737

HRA Questions through Via Benefits- 1-866-201-0367

Mass Mutual Questions- call 901-864-8211 or email amaness22@massmutual.com



Wellness

General Wellness questions - Wellness@Memphistn.gov or 901-633-8661

24/7 Blue Cross Blue Shield Nurse Line - 800.818.8581

24/7 Physicians Now TeleHealth- Register for PhysicianNow at bcbst.com/member and click “Talk with a Doctor Now” or call 1-888-283-6691

Free Wellness Clinics for Full and Part Time Employees:
City Hall 125 N. Main (901-636-0111) and 1520 Union Ave (901-276-2410)

Concern Employee Assistance Program- Now conducting counseling by telehealth (video) or telephonic visits. Call 901-458-4000 or visit www.concernonline.org

Fitness Centers
All fitness centers will be closed until further notice.

Dental Incentive Email your dental cleaning Explanation of Benefits from



Compensation

Public Service Loan Forgiveness, Tuition Reimbursement, Student Loan Assistance Program - Tuition - please call or email 901-636-6800 -benefitsquestions@memphistn.gov.



Leave

Short-Term and Long-Term Disability claims FMLA or ADAAA questions
Contact “The Standard” at 1-833-878-9034

Travel to any high-risk location requires notification to division director and HR