



Employee Resources

Contact Your Benefits Provider

Customer service phone numbers

- Help in English
- Help in other languages

State Group Health Insurance



Customer Service (English):	Call 1-800-279-1301
For Spanish:	Press 5
For other languages:	• Press 6 • A person will answer • Say: "I speak [language]"



Customer Service (English):	Call 1-608-661-7200
For Spanish:	Press 5
For Hmong:	Press 6
For other languages:	• Press 0 • A person will answer • Say: "I speak [language]"



Customer Service (English):	Call 608-644-3455 or 1-844-644-3455
For Spanish:	Press 2
For other languages:	• A person will answer • Say: "I speak [language]"

Supplemental Insurance Plans



Customer Service (English):	Call 1-844-337-8383
For other languages:	• Press 3 • Press 6 • A person will answer • Say: "I speak [language]"



Customer Service (English)	Call 1-855-544-6035
For other languages:	• After the recorded message, press 2 • Press 0 until a person answers • Say: "I need a [language] interpreter"

Pharmacy Plans



Customer Service:	Call 1-866-333-2757
For English:	• Press 1 • Press 2
For Spanish:	• Press 1 • Press 1 again
For other languages:	• A person will answer • Say: "I speak [language]"

Health Savings Account (HSA)

Flexible Spending Account (FSA)



Customer Service (English):	Call 1-833-881-8158
For other languages:	• Press 2 • A person will answer • Say: "I speak [language]"

Wisconsin Department of Employee Trust Funds (ETF)



Customer Service (English):	Call 1-877-533-5020
For other languages:	• Press 1 • Press 5 • A person will answer • Say: "I speak [language]"

Other UW–Madison Benefits

To ask about the following benefits, call **608-265-2257** to talk with:

- Benefits Services, or
- Cultural Linguistic Services (CLS) if you need language help.

Insurance Plans

- State Group Life Insurance
- Individual and Family Group Life Insurance (I&F)
- Accidental Death and Dismemberment (AD&D)
- Accident Insurance
- Income Continuation Insurance (ICI)

Retirement Plans

- Wisconsin Retirement System (WRS)
- UW 403(b) Supplemental Retirement Program (SRP)
- Wisconsin Deferred Compensation 457(b)

Employee Assistance

UW–Madison’s Employee Assistance Office (EAO) partners with LifeMatters to provide counseling for personal and work-related problems, financial and legal consultations, and educational resources on personal and professional well-being.

LifeMatters®

Good for People. Great for Life.

Customer Service (English):	Call 1-800-634-6433
For Spanish:	Press 6
For other languages:	• Press 4 • A person will answer • Say: "I speak [language]"

Government Agencies



Social Security Administration (SSA)

Customer Service (English):	Call 1-800-772-1213
For Spanish:	Press 7
For other languages:	• After the recorded message, say: "I speak [language]" • A person will answer • Say again: "I speak [language]"



Office of Human Resources
UNIVERSITY OF WISCONSIN-MADISON

Medicare

Customer Service (English):	Call 1-800-MEDICARE (1-800-633-4227)
For Spanish:	Press 8
For other languages:	• When you hear the recorded message, press 0 • A person will answer • Say: "I speak [language]"



Internal Revenue Service (IRS)

For English:	• Call 1-800-829-1040 • Press 1
For Spanish:	• Call 1-800-829-1040 • Press 9
For other languages:	• Call 1-833-553-9895 • Press 3

