

COVID-19 Benefits Email and Web Information

Following are key email, website, and phone information for our benefit plan vendors. For general questions about our benefits, please email hrpayrollhelp@american.edu and your question will be routed to the benefits team member who can best assist.

HEALTH PLAN

For questions relating to health plan benefits or claims, telemedicine services, or nurse advice assistance

CareFirst

Phone: 800-628-8549

Website: www.carefirst.com

Telemedicine: www.carefirstvideovisit.com

Nurse Advice: 800-535-9700

Express Scripts (Rx plan with CareFirst)

Phone: 877-486-5984

Website: www.express-scripts.com

Kaiser

Phone: 301-468-6000

Website: www.kaiserpermanente.org

Telemedicine: www.kaiserpermanente.org

24-hour nurse line (DC): 703-359-7878

24-hour nurse line (outside of DC): 800-777-7904

COUNSELING AND EMERGENCY LOAN REQUESTS

For setting up a call with our FSAP counselor (Dale Rampell) or applying for an emergency loan

Counseling Services

Email for appointment: fsap@american.edu

Emergency Loan Request

Email: employeerelations@american.edu

RETIREMENT PLANS

For questions about your retirement account, requesting a loan or withdrawal, or scheduling a one-on-one consultation with a retirement plan consultant

Fidelity

Phone: 800-343-0860

Website: www.netbenefits.com/au

Phone consultation scheduling: 800-642-7131 or visit getguidance.fidelity.com/au

TIAA

Phone: 800-842-2252

Website: www.tiaa.org/american

Phone consultation scheduling: 800-732-8353 or visit www.tiaa.org/schedulenow

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LEAVE REPORTING

For reporting a COVID-19 diagnosis, questions about a need for leave, or applying to Prudential for a leave that will go beyond two weeks

Faculty/Staff member's COVID-19 Diagnosis reporting to AU Employee Relations team

Contact: employeerelations@american.edu

Leave-Related Questions

Email: hrpayrollhelp@american.edu

Short Term Disability for absence expected to go beyond 2 weeks

Contact to alert AU: hrpayrollhelp@american.edu

Contact to open a claim with Prudential: 877-367-7781

ELDER AND DEPENDENT CARE BACK UP SERVICES

For setting up back up care for a child or adult dependent in order for you to work

Bright Horizons

Phone: 877-242-2737

Website: <https://clients.brighthorizons.com/au>