



Contact Guide

If you need more information or have questions about your benefits, you have a variety of resources available.

Phone Numbers and Web Addresses

BENEFITS ENROLLMENT AND QUESTIONS	
<p>RUsBenefits.com Get plan information, year-round resources, and tips for good health and savings</p>	<p>www.RUsBenefits.com (http://www.rusbenefits.com/) Username: RUS Password: benefits</p>
<p>(WEB) Access the online enrollment site through your Workday (https://wd5.myworkday.com/tru/fx/home.flex)*home page</p> <p>(PHONE) "R"Benefits Service Center</p>	<p>ONLINE: Access the online enrollment site from your Workday (https://wd5.myworkday.com/tru/fx/home.flex)*home page by clicking the "R"Benefits button, then "Enrollment Site."</p> <p>PHONE: Call the "R"Benefits Service Center at 844-TRU-BENS. Representatives are available Monday through Friday from 8am to 8pm.</p> <p><i>*Workday username is your 7 digit EEID or your 7 digit EEID, followed by the last 2 digits of your birth year. For password help, click "Forget Password" or "Change Password". Store Managers, Assistant Store Managers and HRDSs can reset Workday passwords.</i></p>
Medical Options	
<p>Aetna "R"CDHP Options</p> <p>"R"CDHP Gold "R"CDHP Silver "R"CDHP Bronze</p>	<p>1-800-589-4811 www.aetna.com (http://www.aetna.com) Customer Service Hours: 8 am to 6 pm local time</p> <p>Aetna Informed Health Line: 1-800-556-1555 Nurses available 24/7</p> <p>Aetna Concierge (/health-wellness-insurance/aetna-concierge/): Call the number on the back of your ID card</p> <p>Aetna Institutes of Quality: Contact your Aetna Concierge</p>
<p>Kaiser CDHP</p>	<p>1-800-464-4000 http://my.kp.org/toysrus (http://my.kp.org/toysrus)</p>
<p>Kaiser Permanente (Hawaii)</p>	<p>1-808-432-5955 1-800-966-5955 (Neighbor Islands) http://my.kp.org/toysrus (http://my.kp.org/toysrus)</p>
<p>Triple-S Salud—Puerto Rico</p>	<p>1-787-774-6072; 1-787-774-6060 www.ssspr.com (http://www.ssspr.com)</p>

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Consumerism Tools

Castlight (available to Aetna members)	<p>New users register on: mycastlight.com/toysrus/ (https://mycastlight.com/toysrus/)</p> <p>Registered users go to: us.castlighthealth.com (https://us.castlighthealth.com/)</p> <p>Spouses/domestic partners and adult dependents: 1-800-681-6915</p>
Minute Clinic	<p>www.cvs.com/minuteclinic (http://www.cvs.com/minuteclinic)</p>
Teladoc	<p>1-855-835-2362 www.teladoc.com/aetna (http://www.teladoc.com/aetna)</p>

Dental Plans

Aetna Dental PPO	<p>1-800-589-4811 www.aetna.com (http://www.aetna.com) Customer Service Hours: 8 am to 6 pm local time</p>
Aetna DMO	<p>1-877-238-6200 www.aetna.com (http://www.aetna.com)</p>

Prescription Drug

CVS Caremark (for team members enrolled in Aetna medical options)	<p>CVS Caremark: 1-877-209-3213 www.caremark.com (https://www.caremark.com/wps/portal)</p>
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Vision

VSP (Vision Service Plan)	<p>1-800-877-7195 http://toysrus.vspforme.com (http://toysrus.vspforme.com/site?elq=b3529821b34e43c7b5c6b02d3ce7e7a0&)</p>
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Health Savings Accounts (HSA)

Aetna HealthFund® HSA	<p>PayFlex www.payflex.com (http://www.payflex.com) or www.aetna.com (http://www.aetna.com) if you are enrolled in an Aetna medical option.</p> <p>There you'll find more frequently asked questions (FAQs), online tools, investment details and other useful information. You can also call PayFlex at 1-888-678-8242. Representatives are available Monday through Friday, 7 am to 7 pm and Saturday, 9 am to 2 pm. Note: All times are Central Time</p>
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Flexible Spending Accounts (FSA)

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<p>Limited-Purpose and Dependent Care Flexible Spending Accounts</p>	<p>PayFlex toysrus.healthhub.com (https://toysrus.healthhub.com/EmployeeLogin.aspx) 1-844-TRU-BENS</p> <p>For paper claim submissions Fax (402) 231-4310 or Mail to:</p> <p>PayFlex Systems USA, Inc. Flex Dept. P.O. Box 3039 Omaha, NE 68103-3039</p> <p>Overnight Address</p> <p>PayFlex Systems USA, Inc. 10802 Farnam Drive, Suite 100 Omaha, NE 68154</p>
<p>Life and AD&D</p>	
<p>Life, Accidental Death and Dismemberment (AD&D) - Aetna</p>	<p>1-844-TRU-BENS</p> <p>For status of life insurance claims contact Aetna at 1-800-523-5065, 8 am to 7 pm ET</p>
<p>401(k)</p>	
<p>"R" Retirement Benefits Line</p>	<p>1-866-690-401k (4015) www.401k.com (http://www.401k.com)</p>
<p>Stock Plans</p>	
<p>Stock Plan Administration System</p>	<p>Certent http://app.easiadmin.com (http://app.easiadmin.com) For assistance, please email Total.Rewards@toysrus.com (mailto:Total.Rewards@toysrus.com)</p>
<p>Wellness</p>	
<p>GuidanceResources® - Employee Assistance Program (EAP)</p>	<p>1-866-519-8360 TTY/TDD: 1-800-697-0353 www.guidanceresources.com (http://www.guidanceresources.com) Company ID: EAP4TRU</p>
<p>Zipongo</p>	<p>toysrus.zipongo.com (https://toysrus.zipongo.com/)</p>
<p>Travel Assistance Program</p>	
<p>AXA Assistance</p>	<p>1-877-935-3704 (in the US) 1-312-935-3704 (collect—outside the US) www.aetnatravelassistance.com (http://www.aetnatravelassistance.com) Email aetnatravelassistance@axa-assistance.us (mailto:aetnatravelassistance@axa-assistance.us)</p>
<p>Disability</p>	
<p>Leave of Absence</p>	<p>Contact your HR Business Partner</p>
<p>Disability—Aetna</p>	<p>1-888-807-3770 8 am to 8 pm ET www.aetnadisability.com (http://www.aetnadisability.com)</p>
<p>Supplemental Benefit Options</p>	

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Aetna - Accident Plan, Critical Illness Plus Plan & Hospital Plan	1-888-772-9682 Monday through Friday, 8 a.m. to 6 p.m. www.aetnavoluntaryforms.com (http://www.aetnavoluntaryforms.com)
Added Benefits	
Added Benefits - Auto, Home, Pet, Purchasing Power and ID Theft	1-855-661-8974 www.RUsAddedBenefits.com (http://www.RUsAddedBenefits.com)
Legal Insurance	
Hyatt Legal	1-855-661-8974 www.RUsAddedBenefits.com (http://www.RUsAddedBenefits.com)
Voluntary Benefits	
21st Century (auto insurance)	1-800-207-4674 www.21stcentins.com (http://www.21stcentins.com)
Scholars Choice® 529 College Savings Plan	1-888-572-4652 www.scholars-choice.com (https://scholarschoice.myleggmason.com/portal/server.pt?open=512&objID=1322&mode=2&in_hi_userid=383474&cached=true)
COBRA Continuation Coverage	
COBRA Continuation Coverage for medical, dental, vision and Limited-Purpose Health Care Flexible Spending Account (through the end of the plan year)	1-844-TRU-BENS
Employment and Income Verification	
CCC Verify	www.cccverify.com (http://www.cccverify.com) For help using CCCVerify, send an email to verifications@corporatcostcontrol.com (mailto:verifications@corporatcostcontrol.com), or call 1-866-903-9703 Monday through Friday, 8 am to 8 pm ET
Deals & Discounts	
PerkSpot	toysrus.perkspot.com/ (https://toysrus.perkspot.com/) (password: GEOFFREY)

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