



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/ff/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/ff/home.flex) home page by clicking the "R"Benefits button, then "Enrollment Site." PHONE: Call the "R"Benefits Service Center at 844-TRU-BENS. Representatives are available Monday through Friday from 8am to 8pm. <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 "Forgot Password" or "Change Password". Store Managers, Assistant Store Managers and HRDSs can reset Workday passwords.</i></p>
Medical Options	
<p>Aetna "R"CDHP Options "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 Aetna Informed Health Line: 1-800-556-1555 Nurses available 24/7 <u>Aetna Concierge:</u> Call the number on the back of your ID card Aetna Institutes of Quality: Contact your Aetna Concierge</p>
Kaiser CDHP	<p>1-800-464-4000 http://my.kp.org/toysrus (http://my.kp.org/toysrus)</p>
Kaiser Permanente (Hawaii)	<p>1-808-432-5955 1-800-966-5955 (Neighbor Islands) http://my.kp.org/toysrus (http://my.kp.org/toysrus)</p>
Triple-S Salud—Puerto Rico	<p>1-787-774-6072; 1-787-774-6060 www.ssspr.com (http://www.ssspr.com)</p>
Consumerism Tools	
Castlight (available to Aetna members)	<p>New users register on: mycastlight.com/toysrus (https://mycastlight.com/toysrus/) Registered users go to: us.castlighthealth.com (https://us.castlighthealth.com/) Spouses/domestic partners and adult dependents: 1-800-681-6915</p>
Minute Clinic	www.cvs.com/minuteclinic (http://www.cvs.com/minuteclinic)
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>
Vision	
VSP (Vision Service Plan)	<p>1-800-877-7195 http://toysrus.vspforme.com (https://urldefense.proofpoint.com/v2/url?u=https-3A_na01.safelinks.protection.outlook.com_3Furl-3Dhttp-253A-252F-252Ftoysrus.vspforme.com-26data-3D02-257C01-257CDiane.Conlon-2540vsp.com-257C5e91e3ae88434aca1d708d551fb8693-257C3510753d6c048ae9b9e2fc672d5e5dd-257C0-257C0-257C836505063093292245-26sdata-3Dk1S4Frc-252F4noPmF5QLFkHva6i7IIBMfUjVWF1R4BzE8-253D-26reserved-3D0&d=DwMFAQ&c=hX9M9WdGoaGMInusrV4dg&r=6XifQwSvp_4nekOG1p5hIPDqDyojRh_ervEXu1hvQIU&m=ole1d30ZhzKcCln03llj2O_NihSV3Ss7F1xXl9NpBs&s=YGvHU0XbmgghrYKIF98N4BEUW2GW4eFR5rdTB1aoCgw)</p>
Health Savings Accounts (HSA)	

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Aetna HealthFund® HSA	<p>PayFlex</p> <p>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 8 pm and Saturday, 9 am to 2 pm. Note: All times are Central Time</p>
Flexible Spending Accounts (FSA)	
Limited-Purpose and Dependent Care Flexible Spending Accounts	<p>PayFlex</p> <p>www.payflex.com (http://www.payflex.com)</p> <p>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>
Life and AD&D	
Life, Accidental Death and Dismemberment (AD&D) - Aetna	<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>
401(k)	
R Retirement Benefits Line	<p>1-866-690-401k (4015)</p> <p>www.401k.com (http://www.401k.com)</p>
Stock Plans	
Stock Plan Administration System	<p>Certent</p> <p>http://app.easiadmin.com (http://app.easiadmin.com)</p> <p>For assistance, please email Total.Rewards@toysrus.com (mailto:Total.Rewards@toysrus.com)</p>
Wellness	
GuidanceResources® - Employee Assistance Program (EAP)	<p>1-866-619-8360</p> <p>TTY/TDD: 1-800-697-0353</p> <p>www.guidanceresources.com (http://www.guidanceresources.com)</p> <p>Company ID: EAP4TRU</p>
Zipongo	<p>toysrus.zipongo.com (https://toysrus.zipongo.com/)</p>
Travel Assistance Program	
AXA Assistance	<p>1-877-935-3704 (in the US)</p> <p>1-312-935-3704 (collect—outside the US)</p> <p>www.aetnatravelassistance.com (http://www.aetnatravelassistance.com)</p> <p>Email aetnatravelassistance@axa-assistance.us (mailto:aetnatravelassistance@axa-assistance.us)</p>
Disability	
Leave of Absence	Contact your HR Business Partner
Disability—Aetna	<p>1-888-807-3770</p> <p>8 am to 8 pm ET</p> <p>www.aetnadisability.com (http://www.aetnadisability.com)</p>
Supplemental Benefit Options	
Aetna - Accident Plan, Critical Illness Plus Plan & Hospital Plan	<p>1-888-772-9682</p> <p>Monday through Friday, 8 a.m. to 6 p.m.</p> <p>www.aetnavoluntaryforms.com (http://www.aetnavoluntaryforms.com)</p>
Added Benefits	
Added Benefits - Auto, Home, Pet, Purchasing Power and ID Theft	<p>1-855-661-8974</p> <p>www.RUsAddedBenefits.com (http://www.RUsAddedBenefits.com)</p>
Legal Insurance	
Hyatt Legal	<p>1-855-661-8974</p> <p>www.RUsAddedBenefits.com (http://www.RUsAddedBenefits.com)</p>
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.pl?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	<p>www.cccverify.com (http://www.cccverify.com)</p> <p>For help using CCCVerify, send an email to verifications@corporatecostcontrol.com (mailto:verifications@corporatecostcontrol.com), or call 1-866-903-9703 Monday through Friday, 8 am to 8 pm ET</p>
Deals & Discounts	
PerkSpot	toysrus.perkspot.com/ (https://toysrus.perkspot.com/) (password: GEOFFREY)

