



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	
RUsBenefits.com	www.RUsBenefits.com (http://www.rusbenefits.com) Username: RUS Password: benefits
(WEB) Access the online enrollment site through your Workday https://wd5.myworkday.com/tru/ff/home.flex home page	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>
(PHONE) "R"Benefits Service Center	
Medical Options	
Aetna Medical Plan	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 Aetna Concierge: Call the number on the back of your ID card Aetna Institutes of Quality: Contact your Aetna Concierge
Kaiser CDHP	1-800-464-4000 http://my.kp.org/toysrus (http://my.kp.org/toysrus)
Kaiser Permanente (Hawaii)	1-808-432-5955 1-800-966-5955 (Neighbor Islands) http://my.kp.org/toysrus (http://my.kp.org/toysrus)
Triple-S Salud—Puerto Rico	1-787-774-6072; 1-787-774-6060 www.ssspr.com (http://www.ssspr.com)
Consumerism Tools	
Castlight (available to Aetna members)	us.castlighthealth.com (https://us.castlighthealth.com/) Spouses/domestic partners and adult dependents: 1-800-681-6915
Minute Clinic	www.cvs.com/minuteclinic (http://www.cvs.com/minuteclinic)
Teladoc	1-855-835-2362 www.teladoc.com/aetna (http://www.teladoc.com/aetna)
Dental Plans	
Aetna Dental PPO	1-800-589-4811 www.aetna.com (http://www.aetna.com) Customer Service Hours: 8 am to 6 pm local time
Aetna DMO	1-877-238-6200 www.aetna.com (http://www.aetna.com)
Prescription Drug	
CVS Caremark (for team members enrolled in Aetna medical options)	CVS Caremark: 1-877-209-3213 www.caremark.com (https://www.caremark.com/wps/portal)
Vision	
VSP (Vision Service Plan)	1-800-877-7195 http://toysrus.vspforme.com (https://uridefense.proofpoint.com/v2/uri?u=https-3A_ na01.safelinks.protection.outlook.com_-3Furl-3Dhttp-253A-252F-252Ftoysrus.vspforme.com-26data-3D02-257C01-257CDiane.Conlon-2540vsp.com-257C5e91e3ae88434aca1d7708d551fb8693-257C3510753d6c4048ae9b9e2fc672d5e5dd-257C0-257C0-257C636505063093292245-26sdata-3Dk1S4Frc-252F4noPmF5QLFKHva67IIBMfUUVWF1R4BzE8-253D-26reserved-3D0&d=DwMFAQ&c=_hX9M9WdGoaGMNusrV4dg&r=6XfQwSvp_4nekOG1pshIPDqDyojRh_ervEXu1hvQIU&m=ole1d30ZhZkCln03llj2O_NihSV3Ss7F1xXL9NPBs&s=YGvHU0XbmgphrYKf98N4BEUW2GW4eFR5rdTB1aoCgw)
Health Savings Accounts (HSA)	
Aetna HealthFund® HSA	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. 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
Flexible Spending Accounts (FSA)	

BENEFITS ENROLLMENT AND QUESTIONS

Limited-Purpose and Dependent Care Flexible Spending Accounts	<p>PayFlex www.payflex.com (http://www.payflex.com) 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) www.401k.com (http://www.401k.com)</p>
Stock Plans	
Stock Plan Administration System	<p>Certent http://app.easiadmin.com (http://app.easiadmin.com)</p> <p>For assistance, please email Total.Rewards@toysrus.com (mailto:Total.Rewards@toysrus.com)</p>
Employee Assistance Program	
GuidanceResources	<p>1-866-519-8360 TTY/TDD: 1-800-697-0353 www.guidanceresources.com (http://www.guidanceresources.com) Company ID: EAP4TRU</p>
Travel Assistance Program	
AXA Assistance	<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>
Disability	
Leave of Absence	Contact your HR Business Partner
Disability—Aetna	<p>1-888-807-3770 8 am to 8 pm ET 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 Monday through Friday, 8 a.m. to 6 p.m. 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 www.RUsAddedBenefits.com (http://www.RUsAddedBenefits.com)</p>
Legal Insurance	
Hyatt Legal	<p>1-855-661-8974 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.pt?open=512&objID=1322&mode=2&in_hi_userid=383474&cached=true)
COBRA Continuation Coverage	
COBRA Continuation Coverage	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>