



# 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><b>RUsBenefits.com</b> Get plan information, year-round resources, and tips for good health and savings</p>	<p><a href="http://www.RUsBenefits.com">www.RUsBenefits.com</a> (<a href="http://www.rusbenefits.com/">http://www.rusbenefits.com/</a>) Username: RUS Password: benefits</p>
<p><b>(WEB) Access the online enrollment site through your Workday</b> <a href="https://wd5.myworkday.com/tru/fx/home.flex">(<a href="https://wd5.myworkday.com/tru/fx/home.flex">https://wd5.myworkday.com/tru/fx/home.flex</a>)*home page</a></p> <p><b>(PHONE) "R"Benefits Service Center</b></p>	<p><b>ONLINE:</b> Access the online enrollment site from your <a href="#">Workday</a> (<a href="https://wd5.myworkday.com/tru/fx/home.flex">https://wd5.myworkday.com/tru/fx/home.flex</a>)*home page by clicking the "R"Benefits button, then "Enrollment Site."</p> <p><b>PHONE:</b> 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 <a href="http://www.aetna.com">www.aetna.com</a> (<a href="http://www.aetna.com">http://www.aetna.com</a>) 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><a href="#">Aetna Concierge (/health-wellness-insurance/aetna-concierge/)</a>: 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 <a href="http://my.kp.org/toysrus">http://my.kp.org/toysrus</a> (<a href="http://my.kp.org/toysrus">http://my.kp.org/toysrus</a>)</p>
<p>Kaiser Permanente (Hawaii)</p>	<p>1-808-432-5955 1-800-966-5955 (Neighbor Islands) <a href="http://my.kp.org/toysrus">http://my.kp.org/toysrus</a> (<a href="http://my.kp.org/toysrus">http://my.kp.org/toysrus</a>)</p>
<p>Triple-S Salud—Puerto Rico</p>	<p>1-787-774-6072; 1-787-774-6060 <a href="http://www.ssspr.com">www.ssspr.com</a> (<a href="http://www.ssspr.com">http://www.ssspr.com</a>)</p>

**BENEFITS ENROLLMENT AND QUESTIONS****Consumerism Tools**

Castlight (available to Aetna members)

New users register on:  
[mycastlight.com/toysrus/](https://mycastlight.com/toysrus/) (<https://mycastlight.com/toysrus/>)

Registered users go to:  
[us.castlighthealth.com](https://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) (<http://www.cvs.com/minuteclinic>)

Teladoc

1-855-835-2362  
[www.teladoc.com/aetna](http://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) (<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) (<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) (<https://www.caremark.com/wps/portal>)

**Vision**

VSP (Vision Service Plan)

1-800-877-7195  
<http://toysrus.vspforme.com> (<http://toysrus.vspforme.com/site?elq=b3529821b34e43c7b5c6b02d3ce7e7a0&>)

**Health Savings Accounts (HSA)**

Aetna HealthFund® HSA

PayFlex  
[www.payflex.com](http://www.payflex.com) (<http://www.payflex.com>) or [www.aetna.com](http://www.aetna.com) (<http://www.aetna.com>) if you are enrolled in an Aetna medical option.  
 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

**Flexible Spending Accounts (FSA)**

## BENEFITS ENROLLMENT AND QUESTIONS

<p>Limited-Purpose and Dependent Care Flexible Spending Accounts</p>	<p>PayFlex  <a href="https://toysrus.healthhub.com/EmployeeLogin.aspx">toysrus.healthhub.com (https://toysrus.healthhub.com/EmployeeLogin.aspx)</a>                      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><b>Life and AD&amp;D</b></p>	
<p>Life, Accidental Death and Dismemberment (AD&amp;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><b>401(k)</b></p>	
<p>"R" Retirement Benefits Line</p>	<p>1-866-690-401k (4015)  <a href="http://www.401k.com">www.401k.com (http://www.401k.com)</a></p>
<p><b>Stock Plans</b></p>	
<p>Stock Plan Administration System</p>	<p>Certent  <a href="http://app.easiadmin.com">http://app.easiadmin.com (http://app.easiadmin.com)</a>                      For assistance, please email <a href="mailto:Total.Rewards@toysrus.com">Total.Rewards@toysrus.com (mailto:Total.Rewards@toysrus.com)</a></p>
<p><b>Wellness</b></p>	
<p>GuidanceResources® - Employee Assistance Program (EAP)</p>	<p>1-866-519-8360                      TTY/TDD: 1-800-697-0353  <a href="http://www.guidanceresources.com">www.guidanceresources.com (http://www.guidanceresources.com)</a>                      Company ID: EAP4TRU</p>
<p>Zipongo</p>	<p><a href="https://toysrus.zipongo.com/">toysrus.zipongo.com (https://toysrus.zipongo.com/)</a></p>
<p><b>Travel Assistance Program</b></p>	
<p>AXA Assistance</p>	<p>1-877-935-3704 (in the US)                      1-312-935-3704 (collect—outside the US)  <a href="http://www.aetnatravelassistance.com">www.aetnatravelassistance.com (http://www.aetnatravelassistance.com)</a>                      Email <a href="mailto:aetnatravelassistance@axa-assistance.us">aetnatravelassistance@axa-assistance.us (mailto:aetnatravelassistance@axa-assistance.us)</a></p>
<p><b>Disability</b></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  <a href="http://www.aetnadisability.com">www.aetnadisability.com (http://www.aetnadisability.com)</a></p>
<p><b>Supplemental Benefit Options</b></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. <a href="http://www.aetnavoluntaryforms.com">www.aetnavoluntaryforms.com</a> ( <a href="http://www.aetnavoluntaryforms.com">http://www.aetnavoluntaryforms.com</a> )
<b>Added Benefits</b>	
Added Benefits - Auto, Home, Pet, Purchasing Power and ID Theft	1-855-661-8974 <a href="http://www.RUsAddedBenefits.com">www.RUsAddedBenefits.com</a> ( <a href="http://www.RUsAddedBenefits.com">http://www.RUsAddedBenefits.com</a> )
<b>Legal Insurance</b>	
Hyatt Legal	1-855-661-8974 <a href="http://www.RUsAddedBenefits.com">www.RUsAddedBenefits.com</a> ( <a href="http://www.RUsAddedBenefits.com">http://www.RUsAddedBenefits.com</a> )
<b>Voluntary Benefits</b>	
21st Century (auto insurance)	1-800-207-4674 <a href="http://www.21stcentins.com">www.21stcentins.com</a> ( <a href="http://www.21stcentins.com">http://www.21stcentins.com</a> )
Scholars Choice® 529 College Savings Plan	1-888-572-4652 <a href="http://www.scholars-choice.com">www.scholars-choice.com</a> ( <a href="https://scholarschoice.myleggmason.com/portal/server.pt?open=512&amp;objID=1322&amp;mode=2&amp;in_hi_userid=383474&amp;cached=true">https://scholarschoice.myleggmason.com/portal/server.pt?open=512&amp;objID=1322&amp;mode=2&amp;in_hi_userid=383474&amp;cached=true</a> )
<b>COBRA Continuation Coverage</b>	
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
<b>Employment and Income Verification</b>	
CCC Verify	<a href="http://www.cccverify.com">www.cccverify.com</a> ( <a href="http://www.cccverify.com">http://www.cccverify.com</a> )  For help using CCCVerify, send an email to <a href="mailto:verifications@corporatcostcontrol.com">verifications@corporatcostcontrol.com</a> ( <a href="mailto:verifications@corporatcostcontrol.com">mailto:verifications@corporatcostcontrol.com</a> ), or call 1-866-903-9703 Monday through Friday, 8 am to 8 pm ET
<b>Deals &amp; Discounts</b>	
PerkSpot	<a href="https://toysrus.perkspot.com/">toysrus.perkspot.com/</a> ( <a href="https://toysrus.perkspot.com/">https://toysrus.perkspot.com/</a> ) (password: GEOFFREY)

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