

Benefits Directory

JACKSON HEALTH SYSTEM

Human Resources Capital Management

C/O HR Service Center
Jackson Medical Towers
1500 NW 12th Avenue, Suite 106W
Miami, FL 33136
305-585-6771

Housestaff Office Department

East Tower, Room 1004
305-355-1122

BENEFITS ADMINISTRATOR

FBMC Benefits Management, Inc.

Service Center
Monday - Friday, 7 a.m. - 7 p.m. ET
1-855-56JHS4U (1-855-565-4748)
myfbmc.com

FBMC On-Site Service Center

1611 N.W. 12th Avenue
Park Plaza West L-109B
Miami, FL 33136-1096
305-585-6512
JHSFieldOffice@fbmc.com

MEDICAL PROVIDER

AvMed

1-844-439-5378
avmed.org/jhs

SmartShopper

1-800-824-9127
AvMed.VitalsSmartShopper.com

Jackson First Concierge

305-585-2727

DENTAL PROVIDERS

Delta Dental

1-888-335-8227
PO Box 997330
Sacramento, CA 95899-7330
PPO Group Number – 19083
DHMO Group Number – 78933
deltadentalins.com

VISION PROVIDER

Davis Vision

Vision Care Processing Unit
PO Box 1525
Latham, NY 12110
Member Service: 1-877-393-7363
davisvision.com

FLEXIBLE SPENDING ACCOUNTS

PayFlex

11819 Miami Street Suite 200
Omaha, NE 68164
Monday - Friday, 8 a.m. - 8 p.m. ET
Sat., 10 a.m. - 3 p.m. ET
1-800-284-4885

Toll-Free Claims Fax

1-855-703-5305

General Account Info - Voice Response

24 hours a day
1-800-284-4885
payflex.com

WELLNESS

Jackson Health System

1-786-466-8355
HR-Benefits@jhs-miami.org

EMPLOYEE ASSISTANCE PROGRAM

Resources for Living, LLC

55 Lane Road
Fairfield, NJ 07004
24/7 Access for Jackson Health System employees:
1-786-466-8377, Option 2

DISABILITY PROVIDER

Reliance Standard Life Insurance Company

Matrix Absence Management, Inc.
1-877-202-0055
24/7 for Telephonic Claims Filing or file online at matrixabsence.com

Reliance Standard Life Insurance Company

Matrix Absence Management, Inc.
PO Box 13498
Philadelphia, PA 19101
1-800-866-2301
Fax 602-866-9707

HOUSESTAFF DISABILITY AND LIFE INSURANCE PROVIDER

The Hartford/The Lawrence D. Share Company, Inc.

1200 S. Pine Island Rd, #400
Plantation FL 33324
305-577-3937
jmhinfo@ldshare.com

Benefits Directory

LIFE INSURANCE PROVIDERS

Chubb

Customer Service
1-866-445-8874
Monday - Friday, 7:30 a.m. - 6 p.m. CST
chubbworkplacebenefits.com

Reliance Standard Life Insurance Company

Customer Service
1-800-351-7500
reliancestandard.com

ReliaStar Life Insurance Company

A Member of the Voya® Family of Companies
Customer Service
1-800-537-5024
PO Box 122
Minneapolis, MN 55440-0122
1-800-537-5024
voya.com

Transamerica Life Insurance Company

Customer Service
1-888-763-7474
transamerica.com

Unum Life Insurance Company of America

Customer Service
1-800-331-1538
unum.com

Unum Whole Life Insurance with Long-Term Care

Customer Service
Monday - Friday, 8 a.m. - 8 p.m. ET
1-800-635-5597
unum.com

Trustmark

Customer Care
1-800-918-8877
Customer Care Email
customercare@trustmarkbenefits.com

Claims Phone
1-877-201-9373
trustmarksolutions.com

TAX SHELTER ANNUITY PROVIDERS

AIG/VALIC

Miami District Office
701 Brickell Avenue, Suite 1950
Miami, FL 33131
Office Phone: 305-817-2250
Office Fax: 786-777-7626

VALIC Client Care Center:

1-800-448-2542
valic.com

LEGAL INSURANCE

ARAG®

500 Grand Avenue, Suite 100
Des Moines, IA 50309
1-800-247-4184
ARAGLegal.com/myinfo
Access Code 17845jhs
ARAGLegalCenter.com

CRITICAL ILLNESS INSURANCE

Allstate Benefits
Customer Service
1-800-521-3535
allstatebenefits.com

ACCIDENT INSURANCE

Allstate Benefits
1-800-521-3535
allstatebenefits.com

HOSPITAL INDEMNITY INSURANCE

Allstate Benefits
1-800-348-4489
allstatebenefits.com

Allstate Benefits is the marketing name used by American Heritage Life Insurance Company, a subsidiary of The Allstate Corporation.
©2020 Allstate Insurance Company.

OTHER PROVIDERS

Pet Benefit Solutions

1-800-891-2565
customercare@petbenefits.com
petbenefits.com

ID Commander

Membership Services
1-855-592-7941
Monday - Friday, 9 a.m. - 6 p.m. ET
idcommander.com

ConstantCredit

Membership Services
1-855-592-7940
Mon – Fri, 9 a.m. - 6 p.m. ET
constantcredit.com

Health Consumer/Fertility & Family Planning

Membership Services
1-800-800-8304
Mon – Fri, 8 a.m. - 8 p.m. ET
Sat., 9 a.m. - 6 p.m. ET
www.newbenefits.com