

City of Springfield Benefits Vendors

Aflac	Customer Service	800-992-3522	www.aflac.com/cityofspringfield
AmeriFlex	Plan Support	888-868-3539	www.ColonialLifeNewEngland.com
Bencore	Service Center Mark Jones	866-296-9712 413-297-4635	www.bencoreplans.com
Cigna - Dental & Vision Insurance	Plan Support	800-244-6224	www.mycigna.com
Colonial Life	Kimberly Cunningham	401-596-1510	https://coloniallife.rivs.com/schedule
Employee Assistance Program - ESI Group	Plan Support	800-535-4841	www.theEAP.com
Group Insurance Commission (GIC)	Plan Support	617-727-2310	https://www.mass.gov/orgs/group-insurance-commission
GIC Assistance Program - Mass4You	Plan Support	844-263-1982	www.liveandworkwell.com
Guardian Life Insurance	Plan Support Mark Boardman	888-600-1600 413-357-9900	www.guardiananytime.com
Purchasing Power		888-923-6236	www.purchasingpower.com/?domain=springfield-ma
Smart Plan Deferred Compensation	Plan Support Dan Moroney	877-457-1900 413-335-0542	www.mass-smart.com dan.moroney@empower-retirement.com
Springfield Parking Authority (SPA)	Main Office	413-787-6118	http://springfieldparkingauthority.com/
Trustmark	Customer Support Policy Cancellation Michael Jenks	800-918-8877 Option# 0 800-445-4493 ext. 113 508-497-3930 ext. 131	mfj@pwb-mmip.com
City of Springfield <i>Employee Benefits Department</i> 36 Court St., Room 18 Springfield, MA 01103	Office Hotline Fax	413-787-6055 413-787-6010	https://www.springfield-ma.gov/hr/benefits@springfieldcityhall.com

GIC Health Insurance Vendors

AllWays Health Partners (MGB Health Plan)		866-567-9175	https://allwayshealthpartners.org/gic-members
Harvard Pilgrim Health Care		800-542-1499	www.harvardpilgrim.org/gic
Health New England (HNE)		800-842-4464	www.hne.com/gic
Tufts Health Plan (THP)		800-870-9488	www.tuftshealthplan.com/gic
Tufts Medicare Products		888-333-0880	
UniCare State Indemnity Plan		800-442-9300	www.unicarestateplan.com

Prescription Drug Coverage (Rx)

Express Scripts *Ending 6/30/2023*	Non-Medicare	855-283-7679	www.express-scripts.com/gicRx
CVS Caremark *Beginning 7/1/2023*	Non-Medicare	877-876-7214	https://info.caremark.com/oe/gic
CVS SilverScript	Medicare	877-876-7214	www.gic.silverscript.com

Additional Resources

City of Springfield Retirement <i>70 Tapley Street, Springfield MA</i>		413-787-6090	www.springfieldretirement.com
Mass. Teacher's Retirement System (MTRS) <i>One Monarch Place, Suite 510</i>		413-784-1711	www.mass.gov/mtrs
Medicare		800-633-4227	www.medicare.gov
Social Security Administration		800-772-1213	www.ssa.gov