



**Human Resources**

Room 340  
411 West First Street  
Duluth, Minnesota 55802

218-730-5210  
hrinformation  
@duluthmn.gov


Plan Year 2024

**Re: Contact Information**

Dear City of Duluth Retiree/Benefit Plan Participant:

The purpose of this letter is to furnish a list of contact information for City of Duluth employees and their eligible dependents. If you have not received satisfactory service after calling the phone numbers listed, please call the City of Duluth Human Resources office at 218-730-5210.

Contact Information	Phone Number	Websites
<p><b>Medica*</b> Customer service representatives are available to answer general and individual specific questions regarding:</p> <ul style="list-style-type: none"> <li>Health plan benefits (general information regarding plan deductible, co-insurance, annual out-of-pocket maximums, lifetime maximums, allowable services, general exclusions, etc.)</li> <li>Claims (for an explanation of deductibles or out-of-pocket expenses incurred, claims filing, payment, etc.)</li> <li>Benefit coordination (Medicare or other group insurance, subrogation, etc.)</li> <li>Network providers (identifying in-network vs. out-of-network providers/clinics/hospitals or chiropractors)</li> </ul>	<p>Active/Under 65 Plan 800-952-3455</p> <p>Over 65/Medicare Plan (Prime Solution) 800-234-8755</p> <p>Over 65/Medicare Plan (Advantage) 866-269-6804</p>	<p><a href="http://www.mymedica.com">www.mymedica.com</a></p>
<p><b>Delta Dental Plan of Minnesota*</b> Customer service representatives are available to answer general and individual specific questions regarding:</p> <ul style="list-style-type: none"> <li>Dental plan benefits (e.g., general information regarding co-insurance, annual benefit amounts, allowable services, general exclusions, etc.)</li> <li>Claims (e.g., for an explanation of out-of-pocket expenses incurred, claims filing or payment, etc.)</li> <li>Benefit coordination (e.g., other group insurance)</li> <li>Network providers (e.g., identifying in-network vs. out-of-network providers)</li> </ul>	<p>800-448-3815</p>	<p><a href="http://www.deltadentalmn.org">www.deltadentalmn.org</a></p>

Contact Information	Phone Number	Websites
<p><b>Public Employee Retiree Association (PERA) Benefits</b> Contact PERA for the following:</p> <ul style="list-style-type: none"> <li>• Retirement information (e.g., commencing pension benefits, pension estimates, etc.)</li> <li>• Disability benefits</li> <li>• Survivor benefits (e.g., reporting a death)</li> <li>• Change of address</li> </ul>	800-652-9026	<a href="http://www.mnpera.org">www.mnpera.org</a>
<p><b>Minnesota State Retirement System (MSRS)</b> Minnesota State Deferred Compensation Plan Health Care Savings Plan</p>	800-657-5757  Duluth Office: 625 Central Entrance Duluth, MN 55811 Fax: 740-3174	<div style="display: flex; align-items: center;"> <div style="flex: 1;"> <a href="http://www.msrs.state.mn.us">www.msrs.state.mn.us</a>  <a href="http://www.mndcpplan.com">www.mndcpplan.com</a>   <a href="mailto:Scott.Elwood@msrs.us">Scott.Elwood@msrs.us</a> ext.5861  <a href="mailto:Michelle.Redfield@msrs.us">Michelle.Redfield@msrs.us</a> ext.5862               </div>  </div>
<p><b>City of Duluth Human Resources</b> Please contact Human Resources for any of the following:</p> <ul style="list-style-type: none"> <li>• Address changes</li> <li>• Death claims on life insurance or beneficiary changes</li> <li>• Personal status changes (e.g., marriage, divorce, death, birth of child, etc.)</li> <li>• COBRA billing and payments</li> </ul>	218-730-5210	<a href="http://www.duluthmn.gov">www.duluthmn.gov</a>  Email: <a href="mailto:HRInformation@duluthmn.gov">HRInformation@duluthmn.gov</a> <a href="mailto:benefits@duluthmn.gov">benefits@duluthmn.gov</a>
<p><b>Benefit Resource (BRI)</b> COBRA &amp; Retiree Billing</p>	800-996-5200	<a href="http://www.benefitresource.com">www.benefitresource.com</a>
<p><b>Medicare and Social Security</b> All questions regarding Medicare and Social Security benefits should be directed to the Social Security Administration (SSA).</p>	800-772-1213  Duluth Office: 230 West Superior St Suite 500 Duluth, MN	<a href="http://www.socialsecurity.gov">www.socialsecurity.gov</a>

\*Please have your group and member identification numbers available to facilitate discussions with the customer service representative.

Sincerely,  
City of Duluth Human Resources