



**CITY OF DULUTH
HUMAN RESOURCES OFFICE**

411 West First Street
313 City Hall • Duluth, Minnesota 55802-1195
(218) 730-5210 • Fax (218) 730-5906

March 2016

Re: Contact Information

Dear City of Duluth Retiree/Health Plan Participant:

The purpose of this letter is to furnish a list of contact information for City of Duluth retirees and their eligible dependents. The phone numbers identified under each resource are listed in preferential order: that is, start with the first phone number and, if you need further help, go to the next phone number on the list. If you still have not received satisfactory service after exhausting all of the phone numbers listed in order, please call the City of Duluth Human Resources office at 218-730-5210.

Contact Information	Phone Number	Web Sites
<p>HealthPartners* Customer service representatives are available to answer general and individual specific questions regarding:</p> <ul style="list-style-type: none"> • Health plan benefits – general information regarding plan deductible, co-insurance, annual out-of-pocket maximums, lifetime maximums, allowable services, general exclusions, etc. • Claims – for an explanation of deductibles or out-of-pocket expenses incurred, claims filing, payment, etc. • Benefit coordination – Medicare or other group insurance, subrogation, etc. • Network providers – identifying in-network vs. out-of-network providers, clinics, hospitals, and/or chiropractors 	<p>Active/Under 65 Plan 800-883-2177 952-883-5000</p> <p>Over 65/Medicare Plan (Freedom) 800-233-9645</p> <p>Over 65/Medicare Plan (National) 877-816-9539</p>	<p>www.healthpartners.com/cityofduluth</p>
<p>Delta Dental Plan of Minnesota* Customer service representatives are available to answer general and individual specific questions regarding:</p> <ul style="list-style-type: none"> • Dental plan benefits – general information regarding co-insurance, annual benefit amounts, allowable services, general exclusions, etc. • Claims – for an explanation of out-of-pocket expenses incurred, claims filing or payment, etc. • Benefit coordination – other group insurance • Network providers – identifying in-network vs. out-of-network providers 	<p>800-553-9536 651-406-5916</p>	<p>www.deltadentalmn.org</p>

(Please turn over)

Contact Information	Phone Number	Web Sites
<p>Public Employee Retiree Association (PERA) Benefits Contact PERA for the following:</p> <ul style="list-style-type: none"> • Retirement information – commencing pension benefits, pension estimates, etc. • Disability benefits • Survivor benefits – reporting a death • Change of address 	<p>800-652-9026 218-302-6120</p> <p>Duluth Office: Medical Arts Building 324 W Superior St; Suite 530 Duluth, MN 55802</p>	<p>www.mnpera.org</p>
<p>Minnesota State Retirement System (MSRS) Minnesota State Deferred Compensation Plan Health Care Savings Plan</p>	<p>800-657-5757</p> <p>Duluth Office: Medical Arts Building 324 W Superior St; Suite 530 Duluth, MN 55802 Fax: 740-3174</p>	<p>www.msrs.state.mn.us www.mndcpplan.com</p> <p>Duluth Office: Scott.Elwood@msrs.us ext.5861</p> 
<p>City of Duluth Human Resources Please contact Human Resources for any of the following:</p> <ul style="list-style-type: none"> • Address changes • Death claims on life insurance or beneficiary changes • Personal status changes – marriage, divorce, death, birth of child, etc. • COBRA/Retiree billing and payments 	<p>218-730-5210</p>	<p>www.duluthmn.gov HRInformation@duluthmn.gov</p>
<p>121 Benefits COBRA & Retiree Billing</p> <p>Payments to: 121 Benefits P.O. Box 2449 Omaha, NE 68103-2449</p>	<p>612-877-4321 800-300-1672</p>	<p>www.121benefits.com COBRA@121benefits.com</p>
<p>Medicare and Social Security All questions regarding Medicare and Social Security benefits should be directed to the Social Security Administration (SSA).</p>	<p>800-772-1213</p> <p>Local office: 130 W Superior St. Duluth, MN</p>	<p>www.socialsecurity.gov</p>

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

Sincerely,
City of Duluth Human Resources