



EMPLOYEE BENEFITS ASSISTANCE DIRECTORY

Main Number: 210-407-0498 Fax Line: 210-804-7014

www.neisd.net/risk E-mail: eb@neisd.net

MEDICAL PLANS

Action	Contact	E-mail / Website	Phone #
Membership Processing/Billing	Martha Lozano, Classified Lety Hernandez, Certified	mlozan1@neisd.net lherna2@neisd.net	407-0491 407-0492
Eligibility/Coverage	Rebecca Roberts Andy McClung	rrober7@neisd.net jmcclu7@neisd.net	407-0489 407-0490
COBRA (Continuation of Coverage)	Martha Lozano, Classified Lety Hernandez, Certified	mlozan1@neisd.net lherna2@neisd.net	407-0491 407-0492
Payroll Deductions/Premiums	Martha Lozano, Classified Lety Hernandez, Certified	mlozan1@neisd.net lherna2@neisd.net	407-0491 407-0492
ID Cards/PCP Changes	BlueCross BlueShield-PPO Plans HMO Blue Texas	www.bcbstx.com	1-800-521-2227 1-877-299-2377
Claims Assistance	BlueCross BlueShield-PPO Plans HMO Blue Texas	www.bcbstx.com	1-800-521-2227 1-877-299-2377

HOSPITAL INDEMNITY PLAN

Action	Contact	E-mail / Website	Phone #
Eligibility/Coverage Claim Forms / Processing	Rebecca Roberts Andy McClung	rrober7@neisd.net jmcclu7@neisd.net	407-0489 407-0490

DENTAL PLAN

Action	Contact	E-mail / Website	Phone #
Membership Processing/Billing	Martha Lozano, Classified Lety Hernandez, Certified	mlozan1@neisd.net lherna2@neisd.net	407-0491 407-0492
Eligibility/Coverage	Rebecca Roberts Andy McClung	rrober7@neisd.net jmcclu7@neisd.net	407-0489 407-0490
COBRA (Continuation of Coverage)	Martha Lozano, Classified Lety Hernandez, Certified	mlozan1@neisd.net lherna2@neisd.net	407-0491 407-0492
Payroll Deductions/Premiums	Martha Lozano, Classified Lety Hernandez, Certified	mlozan1@neisd.net lherna2@neisd.net	407-0491 407-0492
ID Cards	Humana/CompBenefits Insurance	www.compbenefits.com/ custom/neisd/	1-800-342-5209
Claims Assistance	Humana/CompBenefits Insurance	www.compbenefits.com/ custom/neisd/	1-800-342-5209

EMPLOYEE ASSISTANCE PROGRAM

Action	Contact	E-mail / Website	Phone #
Services	Deer Oaks	www.deeroaks.com	210-615-8880 1-800-396-2467
Eligibility/Coverage	Rebecca Roberts Elizabeth Adams Andy McClung	rrober7@neisd.net eadams8@neisd.net jmcclu7@neisd.net	407-0489 407-0488 407-0490
COBRA (Continuation of Coverage)	Martha Lozano, Classified Lety Hernandez, Certified	mlozan1@neisd.net lherna2@neisd.net	407-0491 407-0492

UNUM LIFE INSURANCE

Action	Contact	E-mail / Website	Phone #
Membership Processing/Billing	Martha Lozano, Classified Lety Hernandez, Certified	mlozan1@neisd.net lherna2@neisd.net	407-0491 407-0492
Eligibility/Coverage	Rebecca Roberts Andy McClung	rrober7@neisd.net jmccclu7@neisd.net	407-0489 407-0490
Beneficiary Changes	Diana Maxwell	dmaxwe@neisd.net	407-0498
Payroll Deductions/Premiums	Martha Lozano, Classified Lety Hernandez, Certified	mlozan1@neisd.net lherna2@neisd.net	407-0491 407-0492
Certificate/Policy	UNUM Rebecca Roberts Andy McClung	www.unum.com rrober7@neisd.net jmccclu7@neisd.net	407-0489 407-0490
Claims Assistance	Rebecca Roberts Andy McClung	rrober7@neisd.net jmccclu7@neisd.net	407-0489 407-0490

CAFETERIA PLAN – PREMIUM ONLY

Action	Contact	E-mail / Website	Phone #
Enrollment/Election Changes	Lety Hernandez Martha Lozano Andy McClung Elizabeth Adams Rebecca Roberts	lherna2@neisd.net mlozan1@neisd.net jmccclu7@neisd.net eadams8@neisd.net rrober7@neisd.net	407-0492 407-0491 407-0490 407-0488 407-0489

CAFETERIA PLAN – FLEXIBLE SPENDING

Action	Contact	E-mail / Website	Phone #
Enrollment/Election Changes	Elizabeth Adams Steve Tovar	eadams8@neisd.net stovar1@neisd.net	407-0488 407-0499
Claims Assistance	MGM, Mass Group Marketing 2121 N. Glenville Dr. Richardson, TX 75082	www.mgmtpa.com	800-992-9642 800-973-3702 (Fax)

UNUM PROVIDENT – DISABILITY INCOME REPLACEMENT

Action	Contact	E-mail / Website	Phone #
Membership Processing/Billing	Martha Lozano, Classified Lety Hernandez, Certified	mlozan1@neisd.net lherna2@neisd.net	407-0491 407-0492
Eligibility/Coverage	Rebecca Roberts Andy McClung	rrober7@neisd.net jmccclu7@neisd.net	407-0489 407-0490
Payroll Deductions/Premiums	Martha Lozano, Classified Lety Hernandez, Certified	mlozan1@neisd.net lherna2@neisd.net	407-0491 407-0492
Certificate/Policy	Bianca Goodrum Highlander Financial	b-goodr@neisd.net	407-0493
Claim Forms	Diana Maxwell Rebecca Roberts Andy McClung	dmaxwe@neisd.net rrober7@neisd.net jmccclu7@neisd.net	407-0498 407-0489 407-0490
Claim Submission	Payroll Dept.		407-0526
Claims Assistance	Bianca Goodrum Highlander Financial	b-goodr@neisd.net	407-0493

CATASTROPHIC SICK LEAVE BANK

Action	Contact	E-mail / Website	Phone #
Enrollment/Claim Forms and Processing	Rebecca Roberts	rrober7@neisd.net	407-0489
	Andy McClung	jmccclu7@neisd.net	407-0490
Membership/Coverage Questions	Elizabeth Adams	eadams8@neisd.net	407-0488
	Rebecca Roberts	rrober7@neisd.net	407-0489
	Andy McClung	jmccclu7@neisd.net	407-0490

TEACHER RETIREMENT SYSTEM OF TEXAS

Action	Contact	E-mail / Website	Phone #
Retirement Questions and Exits	Elizabeth Adams	eadams8@neisd.net	407-0488
Retirement Questions	Elizabeth Adams	eadams8@neisd.net	407-0488
Beneficiary Designation/Change Forms	TRS	www.trs.state.tx.us	800-223-8778
Refund Request Form	TRS	www.trs.state.tx.us	800-223-8778
General Information	TRS Elizabeth Adams	www.trs.state.tx.us eadams8@neisd.net	800-223-8778 407-0488

CANCER INSURANCE - ALLSTATE

Action	Contact	E-mail / Website	Phone #
Cancer / 29 Other Specified Diseases	Elizabeth Adams	eadams8@neisd.net	407-0488
	Steve Tovar	stovar1@neisd.net	407-0499
	Highlander Financial 25010 Oakhurst Dr., #210 Spring, TX 77386	b-goodr@neisd.net	407-0493
Claims Assistance	Highlander Financial	b-goodr@neisd.net	407-0493

TAX SHELTERED ACCOUNTS

Action	Contact	E-mail / Website	Phone #
Tax Sheltered Accounts 403(b)	Employee Benefits Dept. Steve Tovar	www.myretirementmanager.com stovar1@neisd.net	407-0498
Tax Sheltered Accounts 457(b) and 401(a)	Metlife Resources Mike Gonzalez Joni Berardino	www.metlife.com www.metlife.retirementpartner.com	1-800-236-8489 296-9258 878-7718

EMPLOYEE CHANGES & MISCELLANEOUS

Action	Contact	E-mail / Website	Phone #
Name Changes	Employee Portal	http://intranet.int.neisd.net	407-0188
Address Changes	Employee Portal	http://intranet.int.neisd.net	407-0188
Death Claim Assistance	Rebecca Roberts Andy McClung	rrober7@neisd.net jmcclu7@neisd.net	407-0489 407-0490
Job Status Changes – Benefits	Rebecca Roberts Andy McClung	rrober7@neisd.net jmcclu7@neisd.net	407-0489 407-0490
Leave of Absence Requests	Carol Kobernat	ckober@neisd.net	407-0497
Benefit Questions while on Leave of Absence	Rebecca Roberts Andy McClung	rrober7@neisd.net jmcclu7@neisd.net	407-0489 407-0490
COBRA/Premium Payments	Martha Lozano, Classified Lety Hernandez, Certified	mlozan1@neisd.net lherna2@neisd.net	407-0491 407-0492
Beneficiary Changes for District Provided Life Policy (10k MetLife)	Rick Stockstill	rstock@neisd.net	407-0501
First Mark Credit Union – Forms First Mark - Deductions	Payroll Department	garand@neisd.net	407-0531
U. S. Savings Bonds	Payroll Department	garand@neisd.net	407-0531
Long Term Care	Payroll Department	garand@neisd.net	407-0531
Intranet/Internet	Elizabeth Adams	eadams8@neisd.net	407-0488

EMPLOYEE BENEFITS STAFF

Name	Title	E-mail	Phone #
Steve Tovar, CTSBO, CSRM	Senior Director of Risk Management & Employee Benefits	stovar1@neisd.net	407-0499
Mario Ward, CSRM	Director of Risk Management & Employee Benefits	mward1@neisd.net	407-0486
Lety Hernandez	Employee Benefits Specialist	lherna2@neisd.net	407-0492
Martha Lozano	Employee Benefits Specialist	mlozan1@neisd.net	407-0491
Elizabeth Adams	Employee Benefits Coordinator	eadams8@neisd.net	407-0488
Rebecca Roberts	Employee Benefits Specialist	rrober7@neisd.net	407-0489
Andy McClung	Employee Benefits Specialist	jmcclu7@neisd.net	407-0490