



EMPLOYEE BENEFITS ASSISTANCE DIRECTORY

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

www.neisd.net/page/434 E-mail: eb@neisd.net

MEDICAL, DENTAL, VISION PLANS

Action	Contact	E-mail / Website	Phone #
Eligibility/Coverage	Anita Flores Andy McClung	aflore1@neisd.net jmccclu7@neisd.net	210-407-0489 210-407-0489
COBRA (Continuation of Coverage)	Martha Lozano Michele Vasquez	mlozan1@neisd.net mvasqu8@neisd.net	210-407-0491 210-407-0492
Payroll Deductions/Premiums	Martha Lozano Michele Vasquez	mlozan1@neisd.net mvasqu8@neisd.net	210-407-0491 210-407-0492
Medical ID Cards and Claims Assistance	BlueCross / BlueShield BlueEdge and PPO Plans	www.bcbstx.com	800-521-2227
Dental ID Cards and Claims Assistance	Delta Dental	www.deltadentalins.com/neisd	800-521-2651
Vision ID Cards and Claims Assistance	Avesis	www.avesis.com	800-828-9341

HOSPITAL INDEMNITY PLAN

Action	Contact	E-mail / Website	Phone #
Eligibility/Coverage Claim Forms / Processing	Andy McClung Anita Flores	jmccclu7@neisd.net aflore1@neisd.net	210-407-0490 210-407-0489

EMPLOYEE ASSISTANCE PROGRAM

Action	Contact	E-mail / Website	Phone #
Services	Deer Oaks	www.deeroakseap.com (Username & password is "NEISD".)	1-866-327-2400
Eligibility/Coverage	Anita Flores Andy McClung	aflore1@neisd.net jmccclu7@neisd.net	210-407-0489 210-407-0490

UNUM LIFE INSURANCE

Action	Contact	E-mail / Website	Phone #
Eligibility/Coverage	Anita Flores Andy McClung	aflore1@neisd.net jmccclu7@neisd.net	210-407-0489 210-407-0490
Beneficiary Changes	Employee Center- Manage My Benefits	Employee Center on NEISD Website	210-407-0187
Payroll Deductions/Premiums	Martha Lozano Michele Vasquez	mlozan1@neisd.net mvasqu8@neisd.net	210-407-0491 210-407-0492
Certificate/Policy	Janet Becerra	janet@highlander financial.com	210-407-0493
Claims Assistance	Anita Flores Andy McClung	aflore1@neisd.net jmccclu7@neisd.net	210-407-0489 210-407-0490

FLEXIBLE SPENDING ACCOUNTS

Action	Contact	E-mail / Website	Phone #
Enrollment/Election Changes	Anita Flores Andy McClung	aflore1@neisd.net jmccclu7@neisd.net	210-407-0489 210-407-0490
Claims Assistance	National Benefit Services 8523 South Redwood Rd. West Jordan, UT 84088	www.nbsbenefits.com	800-274-0503

CATASTROPHIC SICK LEAVE BANK

Action	Contact	E-mail / Website	Phone #
Enrollment/Claim Forms and Processing	Anita Flores Andy McClung	aflore1@neisd.net jmccclu7@neisd.net	210-407-0489 210-407-0490
Membership/Coverage Questions	Anita Flores Andy McClung	aflore1@neisd.net jmccclu7@neisd.net	210-407-0489 210-407-0490

HARTFORD – DISABILITY INCOME REPLACEMENT

Action	Contact	E-mail / Website	Phone #
Eligibility/Coverage	Anita Flores Andy McClung	aflore1@neisd.net jmccclu7@neisd.net	210-407-0489 210-407-0490
Payroll Deductions/Premiums	Martha Lozano Michele Vasquez	mlozan1@neisd.net mvasqu8@neisd.net	210-407-0491 210-407-0492
Certificate/Policy	Janet Becerra Highlander Financial	janet@highlander financial.com	210-407-0493
Claims Assistance	Janet Becerra Highlander Financial	janet@highlander financial.com	210-407-0493

TEACHER RETIREMENT SYSTEM OF TEXAS

Action	Contact	E-mail / Website	Phone #
Retirement Questions and General Information	Teacher Retirement System of Texas	www.trs.state.tx.us	800-223-8778
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

CANCER INSURANCE - ALLSTATE

Action	Contact	E-mail / Website	Phone #
Allstate Cancer Plan Claims Assistance	Janet Becerra	janet@highlander financial.com	210-407-0498

TAX SHELTERED RETIREMENT ACCOUNTS

Action	Contact	E-mail / Website	Phone #
403(b)	National Benefit Services Steve Tovar	www.403benefits.com stovar1@neisd.net	800-274-0503 210-407-0499
457(b)/457(b) Roth	TIAA Steve Tovar	www.tiaa-creff.org/neisd stovar1@neisd.net	800-732-8353 210-407-0499
General Information and Assistance	Cissy Morris Steve Tovar	cmorri8@neisd.net stovar1@neisd.net	210-407-0505 210-407-0499

EMPLOYEE CHANGES & MISCELLANEOUS

Action	Contact	E-mail / Website	Phone #
Name Changes	Human Resources	Employee Center- Manage My Profile on NEISD Website	210-407-0188
Address Changes	Human Resources	Employee Center- Manage My Profile on NEISD Website	210-407-0188
Death Claim Assistance	Anita Flores Andy McClung	aflore1@neisd.net jmccclu7@neisd.net	210-407-0489 210-407-0490
Leave of Absence Requests	Carol Kobernat	ckober@neisd.net	210-407-0497
Benefit Questions while on Leave of Absence	Martha Lozano Michele Vasquez	mlozan1@neisd.net mvasqu8@neisd.net	210-407-0491 210-407-0492
COBRA/Premium Payments	Martha Lozano Michele Vasquez	mlozan1@neisd.net mvasqu8@neisd.net	210-407-0491 210-407-0492
Beneficiary Changes for District Provided Life Insurance and Group Term Life insurance	Employee Center- Manage My Benefits	Employee Center on NEISD Website	210-407-0501
Long Term Care	Payroll Department	garand@neisd.net	210-407-0531
ADA Accommodation Requests	Mayra Murillo-Gardner, ADA Coordinator	accommodations@neisd.net	210-407-0135

EMPLOYEE BENEFITS STAFF

Name	Title	E-mail	Phone #
Steve Tovar, CTSBO, CSRM	Senior Director of Risk Management & Employee Benefits	stovar1@neisd.net	210-407-0499
Mario Ward, CSRM	Director of Risk Management	mward1@neisd.net	210-407-0486
Valerie Rueda, RTSBA	Director of Employee Benefits	vrueda@neisd.net	210-407-0488
Michele Vasquez	Employee Benefits Technician	mvasqu8@neisd.net	210-407-0492
Martha Lozano	Employee Benefits Technician	mlozan1@neisd.net	210-407-0491
Anita Flores	Employee Benefits Technician	aflore1@neisd.net	210-407-0489
Andy McClung	Employee Benefits Technician	jmccclu7@neisd.net	210-407-0490