

Questions on Benefits?



The County of Los Angeles offers you a wide variety of benefits programs. Sometimes, it can be confusing on where to go when you need help. The table below includes resources for information and to answer most employee questions.

FOR INFORMATION ON	WEBSITE/TELEPHONE
Medical or dental plan services	Call "Member Services" on the back of your medical or dental plan ID card.
Medical or dental plan ID cards	ID cards are usually mailed within 15 working days from the effective date of coverage. If you have not received or want to replace your identification card, call your health plan directly. Visit www.mylacountybenefits.com for your provider's contact information.
Health benefits information and important benefit rules	Visit www.mylacountybenefits.com , log on to the benefits website then view the enrollment materials and the Summary Plan Description (SPD) documents for more information regarding your benefits, and important benefit rules. Call the Employee Benefits Hotline at 213-388-9982, Mon - Fri, 8 am - 4 pm.
County-sponsored life insurance	<p>For Choices and Options participants:</p> <ul style="list-style-type: none"> • Basic Life Insurance, Optional Group Term Life Insurance (OGTL), or Accidental Death and Dismemberment (AD&D). Call Cigna Life Insurance at 800-842-6635 for general information, or to review or update your beneficiary information. Cigna also offers will preparation services, estate planning to employees enrolled in the Basic and OGTL insurance. Visit https://cigna.mysecureadvantage.com/ for more information. <p>For MegaFlex participants:</p> <ul style="list-style-type: none"> • Accidental Death and Dismemberment (AD&D). Call Cigna Life Insurance at 800-842-6635 for more information regarding your AD&D Insurance, or to review or update your beneficiary information. • MetLife Group Variable Universal Life Insurance. For more information, or to review or change your beneficiary information contact MetLife directly at 800-846-0124 or log on to the enrollment website at www.mylacountybenefits.com and click on the MetLife link. MetLife also offers free will preparation and probate services to employee enrolled in the Group Variable Universal Life Insurance. • Survivor Income Benefit (For Retirement Plan E members only). Enrolled Plan E members can contact MetLife at 800-458-2479. <p>For Flex participants</p> <ul style="list-style-type: none"> • Basic Life Insurance, or Accidental Death and Dismemberment (AD&D). Call Cigna Life Insurance at 800-842-6635 for general information, or to review or update your beneficiary information. Cigna also offers will preparation services, estate planning to employees enrolled in the Basic and OGTL insurance. Visit https://cigna.mysecureadvantage.com/ for more information. • MetLife Group Variable Universal Life Insurance. For more information, or to review or change your beneficiary information contact MetLife directly at 800-846-0124 or log on to the enrollment website at www.mylacountybenefits.com and click on the MetLife link. MetLife also offers free will preparation and probate services to employee enrolled in the Group Variable Universal Life Insurance.

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Complaints about medical or dental plan services or treatment	<p>Call "Member Services" on the back of your medical or dental plan ID card; or visit www.mylacountybenefits.com, log on to the benefits website then click on "Find Benefit Contact Info" in the "my benefits" menu.</p> <p>For unresolved issues, call the Employee Benefits Hotline at 213-388-9982, Mon - Fri, 8 am - 4 pm. Your issue will be referred to a benefits analyst for resolution.</p>
Health Care and Dependent Care Spending Accounts	Go to www.mylacountybenefits.com , log on to the benefits website then select "Spending Accounts" under the "my resources" menu or call HealthEquity at 877-924-3967.
Paycheck	Call your Personal Office. Find the number in the County telephone directory.
Los Angeles County Retirement Association (LACERA)	Visit www.lacera.com or call LACERA at 800-786-6464, for more information regarding your County retirement plan, or register for pre-retirement workshops.
Short-Term Disability (STD) & Long-Term Disability (STD)	Visit https://employee.hr.lacounty.gov/disability/ for general information or call Sedgwick at 800-786-8600.
Continuation of Health Coverage (COBRA)	COBRA is offered to covered employees, their spouses, former spouses, and dependent children when their health coverage ends due to certain specific events. Visit https://employee.hr.lacounty.gov/cobra/ for general COBRA information or call the Employee Benefits Hotline at 213-388-9982, Mon - Fri, 8 am - 4 pm.
Supplemental Retirement Plans	Visit http://www.countyla.com or call Empower Retirement at 800-947-0845, for more information regarding your Horizons, or 401(k) Savings, or Pension Savings plans.
Union-sponsored Life Insurance	For information on union-sponsored life insurance plans, such as Universal Life, or Colonial life insurance, call BenefitVision toll free at 800-499-9190.
Medicare Part A and B & Prescription Drug Coverage	Visit http://www.medicare.gov or call Medicare at 800-633-4227.
State Registered Domestic Partnership	Visit http://www.sos.ca.gov/registries/domestic-partners-registry or call the California Secretary of State at 916-653-3984.