

# For More Information

## By Phone

Call the Citi Benefits Center via ConnectOne: **1 (800) 881-3938**. When prompted, enter your ConnectOne ID and PIN. If you don't have a ConnectOne PIN, follow the prompts to designate a PIN. Once you designate a PIN, you can use ConnectOne immediately. Representatives are available from 8 a.m. to 8 p.m. Eastern time (ET), Monday through Friday.

- > From outside the United States, Puerto Rico, Canada and Guam: Call HR Shared Services (HRSS) at **1 (469) 220-9600**.
- > If you are hearing impaired and use a TDD in the United States: Call the Telecommunications Relay Service at 711. Then call ConnectOne as instructed above.
- > If you are hearing impaired and use a TDD in Puerto Rico: Call **1 (866) 280-2050** and then call ConnectOne as instructed above.

## Online

Access Your Benefits Resources™ (YBR™) through the TotalComp@Citi website at **www.totalcomponline.com**, available from the Citi intranet and the Internet. From the main page, click on “Want to get somewhere fast” and then select the “Health and Insurance” option that appears under Your Benefits Resources. You will then be linked to the Your Benefits Resources home page.

Keep in mind that if you are an active employee and visit the TotalComp@Citi website from outside the Citi network, you'll need to use Multi-Factor Authentication (MFA) to view your benefits information. You'll be prompted to enter a one-time password that you'll receive by text message, automated voice call, or by using a Remote Access SafeWord/Mobile Pass card.

This process ensures that your personal data as an employee has the same level of security that applies to our banking customers. For more information on MFA, please visit the TotalComp@Citi website and click the MFA link on the login page.

If you are no longer employed by Citi, you will need to visit the TotalComp@Citi website and access the appropriate link. You will be asked to provide the last 4 digits of your social security number as well as your date of birth and zip code. As a first time user, you will be prompted to create a user ID and password before setting up several security questions. Once completed, the computer will be registered and further attempts to log in will just require the user id and password you have created.

For information about these topics, plans, or programs	Contact	Telephone number/website
<b>Be Well Program</b>	Harris, Rothenberg International (HRI), owned by Humana	<b>1 (800) 952-1245</b> 711 (TDD) then <b>1 (800) 952-1245</b> Outside the United States, call collect to <b>1 (888) 809-8455</b> . <b>www.harrisrothenberg.net</b> User ID: resources Password: for_you

For information about these topics, plans, or programs	Contact	Telephone number/website
<b>Beneficiary designations for:</b>		
> Basic Life insurance, Basic AD&D insurance, Citi Retirement Savings Plan (for U.S. and Puerto Rico) and Citigroup Pension Plan	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> . From the ConnectOne “benefits” menu, choose the “pension or retiree health & insurance or survivor support” option.
> Group Universal Life (GUL) and Supplemental AD&D insurance	MetLife	Call MetLife at <b>1 (888) 830-7380</b> . Visit the MetLife MyBenefits website through TotalComp@Citi at <b>www.totalcomponline.com</b> .
<b>Benefits (health and insurance)</b>	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option.
<b>COBRA coverage</b> (Consolidated Omnibus Budget Reconciliation Act)	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option.
<b>Dental Plans</b>	Cigna Dental HMO	<b>1 (800) 244-6224</b> <b>www.myCigna.com</b> (participants only) <b>1 (800) 244-6224</b> (pre-enrollment information)
	MetLife Preferred Dentist Program (PDP)	<b>1 (888) 830-7380</b> Visit the MetLife MyBenefits website through TotalComp@Citi at <b>www.totalcomponline.com</b> .
<b>Dependent Day Care Spending Account (DCSA)</b>	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option, followed by the “spending accounts” option.  Visit the ConnectYourCare (CYC) website through TotalComp@Citi at <b>www.totalcomponline.com</b> . From the main page, click on “Want to get somewhere fast” and then select the “Spending Accounts/Health Savings Account” option that appears under “Other Websites.”
<b>Disability</b> To report a disability or apply for a Family Medical Leave	MetLife	Call ConnectOne at <b>1 (800) 881-3938</b> . From the ConnectOne “benefits” menu choose the “disability or FMLA-related absences” option, or;  Contact MetLife directly at <b>1 (888) 830-7380</b> .  Visit the MetLife MyBenefits website through TotalComp@Citi at <b>www.totalcomponline.com</b> .
<b>General information</b> Eligibility, enrollment, general information about health and welfare benefits, qualified changes in status, and continuing coverage after a termination of employment or while on a leave of absence	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option.

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<b>Group Universal Life (GUL) insurance</b>	MetLife	<b>1 (888) 830-7380</b> Visit the MetLife MyBenefits website through TotalComp@Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> .
<b>Health and insurance coverage verification for:</b> <ul style="list-style-type: none"> <li>&gt; Child support</li> <li>&gt; Medicaid or other premium assistance</li> <li>&gt; Medicare</li> <li>&gt; Social Security Administration</li> <li>&gt; Etc.</li> </ul>	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option.
<b>Health Care Spending Account (HCSA)</b>	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option, followed by the “spending accounts” option.  Visit the ConnectYourCare (CYC) website through TotalComp@Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> . From the main page, click on “Want to get somewhere fast” and then select the “Spending Accounts/Health Savings Account” option that appears under “Other Websites.”
<b>Health Savings Account (HSA)</b>	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> .  From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option, followed by the “spending accounts” option.  Visit the ConnectYourCare (CYC) website through TotalComp@Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> . From the main page, click on “Want to get somewhere fast” and then select the “Spending Accounts/Health Savings Account” option that appears under “Other Websites.”
<b>Insurance</b> <ul style="list-style-type: none"> <li>&gt; Basic Life</li> <li>&gt; Basic Accidental Death and Dismemberment (AD&amp;D)</li> <li>&gt; Business Travel Accident/Medical</li> </ul>	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option.  Visit YBR™ through TotalComp@Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> .
<b>Limited Purpose Health Care Spending Account (LPSA)</b>	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option, followed by the “spending accounts” option.  Visit the ConnectYourCare (CYC) website through TotalComp@Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> . From the main page, click on “Want to get somewhere fast” and then select the “Spending Accounts/Health Savings Account” option that appears under “Other Websites.”

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<b>Live Well at Citi Program</b>	Health Advocate  RedBrick Health and medical carriers	<b>1 (866) 449-9933</b> Visit <a href="http://www.citibenefitsonline.com">www.citibenefitsonline.com</a> then Live Well at Citi <b>1 (855) 814-5595</b> (RedBrick) Visit TotalComp@Citi at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> , then click “want to get somewhere fast” then Live Well at Citi-RedBrick.
<b>Long-Term Care (LTC) insurance</b>	John Hancock Life Insurance Company (U.S.A.)	<b>1 (800) 222-6814</b>
<b>Medical (HMOs)</b>	Various sources	Refer to the list at <a href="https://handbook.citibenefitsonline.com/cit-1d1-health-medical-eds-web-ai.html">https://handbook.citibenefitsonline.com/cit-1d1-health-medical-eds-web-ai.html</a> .
<b>Medical (non-HMO plans)</b>	Aetna (ChoicePlan 500, High Deductible Health Plan)	<b>1 (800) 545-5862</b> <b>1 (800) 628-3323</b> (TDD) <a href="http://www.aetna.com">www.aetna.com</a>
	Anthem BlueCross BlueShield (ChoicePlan 500, High Deductible Health Plan)	<b>1 (855) 593-8123</b> – Anthem Health Guide Member Services <a href="http://www.anthem.com">www.anthem.com</a> > 24/7 NurseLine: <b>1 (877) 825-5276</b> > Pre Certification: <b>1 (855) 593-8123</b> > Coverage While Traveling: <b>1 (800) 810-2583</b> > High Tech Image/Sleep Mgmt.: <b>1 (888) 953-6703</b> > BH Resource Center: <b>1 (866) 621-0554</b> > Web Dr. Visits: <a href="http://www.livehealthonline.com">www.livehealthonline.com</a>
	Oxford Health Plan (PPO plans in CT, NJ, and NY tri-state area only)	<b>1 (800) 396-1909</b> <a href="https://www.oxhp.com/Member/MemberPortal/">https://www.oxhp.com/Member/MemberPortal/</a>
<b>Prescription drug program</b> (ChoicePlan 500, High Deductible Health Plan, and Oxford PPO) To refill an Express Scripts Home Delivery prescription using the automated system, for instructions on how your physician can fax your prescription to the Express Scripts Pharmacy, and to arrange credit card payment for all your Express Scripts Home Delivery pharmacy service orders	Express Scripts	<b>1 (800) 227-8338</b> <b>1 (800) 899-2114</b> (TDD) <a href="http://www.express-scripts.com">www.express-scripts.com</a> (participants only)
For prior authorization		<b>1 (800) 224-5498</b>
For the Accredo specialty drug pharmacy		<b>1 (866) 413-4135</b>

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<b>Supplemental AD&amp;D insurance</b>	MetLife	<b>1 (888) 830-7380</b> Visit the MetLife MyBenefits website through TotalComp@Citi at <b>www.totalcomponline.com</b>
<b>Transportation Reimbursement Incentive Program (TRIP)</b>	Citi Benefits Center	Call ConnectOne at <b>1 (800) 881-3938</b> . From the ConnectOne "benefits" menu, choose the "health and insurance benefits as well as TRIP and spending accounts," option, followed by the "spending accounts" option. Visit the ConnectYourCare (CYC) website through TotalComp@Citi at <b>www.totalcomponline.com</b> . From the main page, click on "Want to get somewhere fast" and then select the "Spending Accounts/Health Savings Account" option that appears under "Other Websites."
<b>Vision Plan</b> For Plan information and laser vision correction providers/arrangements	Aetna	<b>1 (877) 787-5354</b> Non-Members: <b>www.AetnaVisionOE.com/avp1</b> Members: <b>www.aetnavision.com</b>
<b>Workers' Compensation</b>	Constitution State Services Co.	<b>1 (800) 243-2490</b>
<b>Work/Life Program</b>	Health Advocate	<b>1 (866) 449-9933</b> , select option #2 <b>www.healthadvocate.com/livewellworklife</b> (no password required)

CITI ON-SITE MEDICAL CLINICS	
<b>Jacksonville, FL</b>	
14000 Citicards Way	(904) 954-8262
Medical emergency number	(904) 954-8911
<b>Tampa, FL</b>	
Citibank Center, Bldg., 1 <sup>st</sup> Floor	(813) 604-4333
Medical emergency number	611
<b>O'Fallon, MO</b>	
1000 Technology Drive, 1 <sup>st</sup> Floor	(636) 261-6030
Medical emergency number	(636)261-4000
<b>Jersey City, NJ</b>	
480 Washington Blvd., 8 <sup>th</sup> Floor	(201) 763-1111
Medical emergency number	(201) 763-0263
<b>Warren, NJ</b>	
283 King George Road, Bldg., 1 <sup>st</sup> Floor	(908) 563-5400
Medical emergency number	(908) 563-5412
<b>New York City</b>	
111 Wall St., 23 <sup>rd</sup> Floor, Zone 12, New York City	(212) 657-7478
Medical emergency number	(212) 657-4357 (6-HELP)
388 Greenwich St., 5 <sup>th</sup> Floor, New York City	(212) 816-1460
Medical emergency number	(212) 816-1300
One Court Square, 9 <sup>th</sup> Floor, Zone 7, Long Island City	(718) 248-2709
Medical emergency number	(718) 248-4357 (4-HELP)
<b>San Antonio, TX</b>	
100 Citibank Drive, Bldg. 3	(210) 357-8275

<b>CITI - FITNESS CENTERS</b>	
<b>Florida</b>	
14000 Citicards Way, Bldg. A, Jacksonville	<b>(904) 954-2630</b>
3800 Citibank Center, Tampa	<b>(813) 604-4348</b>
<b>Idaho</b>	
2200 S. Cobalt Pt. Way, Meridian (Boise)	
<b>Illinois</b>	
50 Northwest Point Blvd, Elk Grove Village (Chicago)	<b>(224) 222-2509</b>
<b>Kentucky</b>	
4600 Houston Road, Florence	<b>(859) 283-3882</b>
<b>Maryland</b>	
14700 Citicorp Drive, Hagerstown	<b>(301) 714-5738</b>
<b>New Jersey</b>	
283 King George Road, Warren	<b>(908) 563-9533</b>
<b>New York</b>	
580 CrossPoint Pkwy. Getzville (Buffalo)	<b>(716) 730-7926</b>
One Court Square, 5 <sup>th</sup> Floor, Long Island City	<b>(718) 248-9571</b>
388 Greenwich St., 5 <sup>th</sup> Floor, New York	<b>(212) 816-0523</b>
<b>South Dakota</b>	
701 East 60 <sup>th</sup> St. N, Sioux Falls	<b>(605) 331-1922</b>
<b>Texas</b>	
6400 Las Colinas Blvd, Irving (Dallas)	<b>(972) 653-8890</b>
100 Citibank Drive, San Antonio	<b>(210) 677-6991</b>