

For More Information

By Phone

Call the Citi Benefits Center via ConnectOne at **1 (800) 881-3938**. When prompted, enter your ConnectOne ID and PIN. If you do not 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. 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 and 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 My Total Compensation and Benefits website at **www.totalcomponline.com**, available from the Citi intranet and the Internet. From the main page, click on “Health and Insurance (YBR)”. You will then be linked to the YBR™ Health and Insurance page.

Keep in mind that if you are an active employee and visit the My Total Compensation and Benefits website from outside the Citi network, you will need to use Multi-Factor Authentication (MFA) to view your benefits information. You will be prompted to enter a one-time password that you will receive by text message or 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 My Total Compensation and Benefits website and click on the MFA link on the login page.

If you are no longer employed by Citi, you will need to visit the My Total Compensation and Benefits website and access the appropriate link. You will be asked to provide the last four 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 require only the user ID and password you have created.

For Information About These Topics, Plans or Programs	Contact	Telephone Number/Website
Be Well Program	LifeWorks (including BetterHelp)	1 (800) 952-1245 711 (TDD), then 1 (800) 952-1245 Outside the United States, call collect to 1 (888) 809-8455 . login.lifeworks.com Username: bewell Password: livewell
Beneficiary designations for: • Basic Life insurance, Basic Accidental Death and Dismemberment (AD&D) insurance, Citi Retirement Savings Plan (for U.S. and Puerto Rico) and Citigroup Pension Plan	Citi Benefits Center	Call ConnectOne at 1 (800) 881-3938 . From the ConnectOne “benefits” menu, choose the “pension or retiree health and insurance or survivor support” option.
• Group Universal Life (GUL) and Supplemental AD&D insurance	MetLife	Call MetLife at 1 (888) 830-7380 . Visit the MetLife MyBenefits website through My Total Compensation and Benefits at www.totalcomponline.com .



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Benefits (health and insurance)	Citi Benefits Center	Call ConnectOne at 1 (800) 881-3938 . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option.
COBRA coverage (Consolidated Omnibus Budget Reconciliation Act)	Citi Benefits Center	Call ConnectOne at 1 (800) 881-3938 . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option.
Dental Plans	MetLife Preferred Dentist Program (PDP)	1 (888) 830-7380 Visit the MetLife MyBenefits website through My Total Compensation and Benefits at www.totalcomponline.com .
	Cigna Dental HMO	1 (800) 244-6224 www.myCigna.com (participants only) 1 (800) 244-6224 (pre-enrollment information)
Dependent Day Care Spending Account (DCSA)	Optum Financial/Citi Benefits Center	Call ConnectOne at 1 (800) 881-3938 . 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 Optum Financial website through My Total Compensation and Benefits at www.totalcomponline.com . From the main page, click on “TRIP and Spending Accounts.”
Disability To report a disability or apply for a Family Medical Leave	MetLife	Call ConnectOne at 1 (800) 881-3938 . From the ConnectOne “benefits” menu, choose the “disability or FMLA-related absences” option; or Contact MetLife directly at 1 (888) 830-7380 . Visit the MetLife MyBenefits website through My Total Compensation and Benefits at www.totalcomponline.com .
General information 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 1 (800) 881-3938 . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option.
GUL insurance	MetLife	1 (888) 830-7380 Visit the MetLife MyBenefits website through My Total Compensation and Benefits at www.totalcomponline.com .
Health and insurance coverage verification for: <ul style="list-style-type: none"> • Child support; • Medicaid or other premium assistance; • Medicare; • Social Security Administration; and • Etc. 	Citi Benefits Center	Call ConnectOne at 1 (800) 881-3938 . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option.
Health Care Spending Account (HCSA)	Optum Financial/Citi Benefits Center	Call ConnectOne at 1 (800) 881-3938 . 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 Optum Financial website through My Total Compensation and Benefits at www.totalcomponline.com . From the main page, click on “TRIP and Spending Accounts.”

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Health Savings Account (HSA)	Optum Financial/Citi Benefits Center	Call ConnectOne at 1 (800) 881-3938 . 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 Optum Financial website through My Total Compensation and Benefits at www.totalcomponline.com . From the main page, click on “TRIP and Spending Accounts.”
Insurance <ul style="list-style-type: none"> • Basic Life; • Basic AD&D; and • Business Travel Accident/Medical. 	Citi Benefits Center	Call ConnectOne at 1 (800) 881-3938 . From the ConnectOne “benefits” menu, choose the “health and insurance benefits as well as TRIP and spending accounts” option. Visit YBR™ through My Total Compensation and Benefits at www.totalcomponline.com .
Limited Purpose Health Care Spending Account (LPSA)	Optum Financial/Citi Benefits Center	Call ConnectOne at 1 (800) 881-3938 . 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 Optum Financial website through My Total Compensation and Benefits at www.totalcomponline.com . From the main page, click on “TRIP and Spending Accounts.”
Live Well at Citi Program	Health Advocate Virgin Pulse and medical carriers	1 (866) 449-9933 Visit www.citibenefits.com , then Live Well at Citi. 1 (855) 814-5595 (Virgin Pulse) Visit My Total Compensation and Benefits at www.totalcomponline.com , then click on “Virgin Pulse” (Health Assessment & Rewards).
Medical (HMOs)	Various sources	Refer to the list in “2023 Insured HMOs” under the <i>Medical</i> section.
Medical (non-HMO plans)	Aetna (In-Network Only, Choice Plan, High Deductible Plan with HSA)	1 (800) 545-5862 1 (800) 628-3323 (TDD) www.aetna.com Teladoc: 1 (800) 545-5862; 1 (800) 628-3323 (TDD)
	Anthem BlueCross BlueShield (In-Network Only, Choice Plan, High Deductible Plan with HSA)	1 (855) 593-8123 — Anthem Health Guide Member Services www.anthem.com <ul style="list-style-type: none"> • 24/7 Nurseline: 1 (877) 825-5276 • Precertification: 1 (855) 593-8123 • Coverage While Traveling: 1 (800) 810-2583 • High-Tech Image/Sleep Mgmt.: 1 (888) 953-6703 • BH Resource Center: 1 (866) 621-0554 • Web Dr. Visits: www.livehealthonline.com
MetLife Legal Plans	MetLife Legal Plans	1 (800) 821-6400 Members: https://members.legalplans.com



For Information About These Topics, Plans or Programs	Contact	Telephone Number/Website
<p>Prescription drug program (ChoicePlan 500, In-Network Only Plan, High Deductible Health Plan)</p> <p>To refill a CVS Caremark Mail Order prescription using the automated system, for instructions on how your physician can fax your prescription to CVS Caremark and to arrange credit card payment for all your CVS Caremark Mail Order prescriptions</p>	CVS Caremark	<p>1 (844) 214-6601 1 (800) 863-5488 (TDD) www.caremark.com (participants only)</p>
<ul style="list-style-type: none"> • For prior authorization 		1 (844) 214-6601
<ul style="list-style-type: none"> • For the CVS Caremark Specialty drug pharmacy 		1 (800) 237-2767 Available 6:30 a.m. to 8:00 p.m. (CT), Monday through Friday.
<ul style="list-style-type: none"> • For the PrudentRx copay assistance program 		1 (800) 578-4403
<p>Supplemental AD&D insurance</p>	MetLife	<p>1 (888) 830-7380 Visit the MetLife MyBenefits website through My Total Compensation and Benefits at www.totalcomponline.com.</p>
<p>Supplemental Medical Plans</p>	Aetna	<p>1 (800) 607-3366 (TTY: 711), Monday through Friday, 8:00 a.m. to 6:00 p.m. Visit the member portal at https://www.myaetnasupplemental.com/</p>
<p>Transportation Reimbursement Incentive Program (TRIP)</p>	Optum Financial/Citi Benefits Center	<p>Call ConnectOne at 1 (800) 881-3938. 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 Optum Financial website through My Total Compensation and Benefits at www.totalcomponline.com. From the main page, click on “TRIP and Spending Accounts.”</p>
<p>Vision Plan For Plan information and laser vision correction providers/arrangements</p>	Aetna	<p>1 (877) 787-5354 Members: www.aetnavision.com</p>
<p>Workers’ Compensation</p>	Constitution State Services Co.	1 (800) 243-2490

For More Information

Citi On-Site Medical Clinics	
Jacksonville, FL	
14000 Citicards Way	1 (904) 954-8262
Medical emergency number	1 (904) 954-8911
Tampa, FL	
Citibank Center, Bldg., 1 st Floor	1 (813) 604-4333
Medical emergency number	611
O'Fallon, MO	
1000 Technology Drive, 1 st Floor	1 (636) 261-6030
Medical emergency number	1 (636) 261-4000
Jersey City, NJ	
480 Washington Blvd., 8 th Floor	1 (201) 763-1111
Medical emergency number	1 (201) 763-0263
New York City	
111 Wall St., 23 rd Floor, Zone 12, New York City	1 (212) 657-7478
Medical emergency number	1 (212) 657-4357 (6-HELP)
388 Greenwich St., 5 th Floor, New York City	1 (212) 816-1460
Medical emergency number	1 (212) 816-1300
San Antonio, TX	
100 Citibank Drive, Bldg. 3	1 (210) 357-8275
Irving (Dallas), TX	
6460 Las Colinas Blvd.	1 (972) 655-5000
Florence, KY	
4600 Houston Road, Bldg. 2, 1 st Floor	1 (859) 283-3613

Citi Fitness Centers	
Florida	
14000 Citicards Way, Bldg. A, Jacksonville	1 (904) 954-2630
3800 Citibank Center, Tampa	1 (813) 604-4348
Kentucky	
4600 Houston Road, Florence	1 (859) 283-3882
Maryland	
14700 Citicorp Drive, Hagerstown	1 (301) 714-5738
New York	
388 Greenwich St., 5 th Floor, New York City	1 (212) 816-0523
Texas	
6400 Las Colinas Blvd., Irving (Dallas)	1 (972) 653-8890
100 Citibank Drive, San Antonio	1 (210) 677-6991