

# Contacts

SG Connect is your one-stop information source — log in to find benefit details and to enroll. You can also contact our benefits administrators directly.

| BENEFIT                                               | CARRIER/VENDOR                       | PHONE NUMBER                                                 | WEBSITE/EMAIL                                                                                                                                                                                                                                         | MOBILE APP |
|-------------------------------------------------------|--------------------------------------|--------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <b>Benefits Enrollment Support Center</b>             | Health Advocate                      | <b>866-611-8299</b>                                          | <a href="mailto:enrollmentsupport@healthadvocate.com">enrollmentsupport@healthadvocate.com</a>                                                                                                                                                        | No         |
| <b>Login Issues</b>                                   | SGWS National Service Desk           | <b>844-738-7457</b>                                          | <a href="https://sgws.service-now.com/esc">sgws.service-now.com/esc</a>                                                                                                                                                                               | Yes        |
| <b>Enrollment Navigation/Qualifying Life Events</b>   | SG Connect People Center             | <b>877-392-8383</b>                                          | <a href="https://sgws.service-now.com/peoplecenter">sgws.service-now.com/peoplecenter</a><br><a href="mailto:peoplecenter@sgws.com">peoplecenter@sgws.com</a>                                                                                         | No         |
| <b>401(k)</b>                                         | Charles Schwab                       | <b>English: 800-724-7526</b><br><b>Spanish: 877-905-2553</b> | <a href="https://workplace.schwab.com">workplace.schwab.com</a>                                                                                                                                                                                       | Yes        |
| <b>ABA Therapy Pre-Certification<sup>1</sup></b>      | BlueCross BlueShield                 | <b>800-868-1032, ext. 25634</b>                              | <a href="mailto:autismsupport@companiongroup.com">autismsupport@companiongroup.com</a>                                                                                                                                                                | No         |
| <b>BYOB Well-Being Solutions</b>                      | Personify Health                     | <b>888-671-9395</b>                                          | Sign up: <a href="https://join.personifyhealth.com/byob">join.personifyhealth.com/byob</a><br>2025 passphrase: Winwithheart2025<br>2026 passphrase: Winwithheart2026<br>Log in: <a href="https://app.personifyhealth.com">app.personifyhealth.com</a> | Yes        |
| <b>Caregiving Resources</b>                           | AGIS                                 | <b>877-485-2318</b>                                          | <a href="https://sgws.caregivingexchange.com/caregivingexchange">sgws.caregivingexchange.com/caregivingexchange</a><br><a href="mailto:ltchelp@agis.com">ltchelp@agis.com</a>                                                                         | No         |
| <b>Claims and Appeals Assistance/Physician Finder</b> | Health Advocate                      | <b>866-611-8299</b>                                          | <a href="https://healthadvocate.com/sgws">healthadvocate.com/sgws</a>                                                                                                                                                                                 | Yes        |
| <b>Commuter Benefits</b>                              | HealthEquity                         | <b>866-735-8195</b>                                          | <a href="https://healthequity.com/wageworks">healthequity.com/wageworks</a>                                                                                                                                                                           | Yes        |
| <b>Dental</b>                                         | Aetna                                | <b>877-238-6200</b>                                          | <a href="https://aetna.com">aetna.com</a>                                                                                                                                                                                                             | Yes        |
| <b>Dependent Audit</b>                                | HMS, a Gainwell Technologies Company | <b>877-862-8238</b>                                          | <a href="https://verifyfos.com">verifyfos.com</a>                                                                                                                                                                                                     | No         |
| <b>Disability, Maternity, and Parental Leave</b>      | AbsenceOne                           | <b>855-366-2154</b>                                          | <a href="https://absenceone.com/sgws">absenceone.com/sgws</a>                                                                                                                                                                                         | No         |
| <b>Education and Learning Assistance</b>              | Guild                                | <b>N/A</b>                                                   | <a href="https://sgws.guilddeducation.com">sgws.guilddeducation.com</a>                                                                                                                                                                               | No         |
| <b>Employee Assistance Program (EAP)</b>              | Guidance Resources                   | <b>888-583-9872</b><br><b>TTY: 800-697-0353</b>              | <a href="https://guidanceresources.com">guidanceresources.com</a><br><b>Web ID: SGWS</b>                                                                                                                                                              | Yes        |
| <b>Flexible Spending Accounts</b>                     | HealthEquity                         | <b>866-735-8195</b>                                          | <a href="https://healthequity.com/wageworks">healthequity.com/wageworks</a>                                                                                                                                                                           | Yes        |
| <b>Health Savings Account</b>                         | HealthEquity                         | <b>866-735-8195</b>                                          | <a href="https://healthequity.com/wageworks">healthequity.com/wageworks</a>                                                                                                                                                                           | Yes        |

1 BCBS plans only.

| BENEFIT                                                                            | CARRIER/VENDOR                        | PHONE NUMBER                                                                          | WEBSITE/EMAIL                                                                                                                                                                                          | MOBILE APP |
|------------------------------------------------------------------------------------|---------------------------------------|---------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <b>Joint and Muscle Pain Relief<sup>1</sup></b>                                    | Hinge Health                          | <b>855-902-2777</b>                                                                   | <a href="https://hingehealth.com">hingehealth.com</a><br><a href="mailto:help@hingehealth.com">help@hingehealth.com</a>                                                                                | Yes        |
| <b>Life and Accident (AD&amp;D) Insurance</b>                                      | Prudential                            | <b>800-524-0542</b><br><b>EOI Phone: 888-257-0412</b><br><b>EOI Fax: 877-605-6671</b> | <a href="mailto:grouplifeclaims@prudential.com">grouplifeclaims@prudential.com</a><br><b>Online Life and Disability EOI form:</b><br><a href="https://bit.ly/SGWSPrudential">bit.ly/SGWSPrudential</a> | No         |
| <b>Medical</b>                                                                     | BlueCross<br>BlueShield               | <b>855-204-2777</b>                                                                   | <a href="https://myhealthtoolkitfl.com">myhealthtoolkitfl.com</a>                                                                                                                                      | Yes        |
| <b>Medical Guidance<sup>1</sup></b>                                                | Care Connected                        |                                                                                       |                                                                                                                                                                                                        | Yes        |
| <b>Medical (CA only)</b>                                                           | Kaiser Permanente                     | <b>800-464-4000</b>                                                                   | <a href="https://kp.org">kp.org</a>                                                                                                                                                                    | Yes        |
| <b>Mental Health Self-Care App</b>                                                 | Koa Care 360                          | <b>N/A</b>                                                                            | <a href="https://your360.koa.care">your360.koa.care</a>                                                                                                                                                | Yes        |
| <b>Prescription Drugs<sup>1</sup></b>                                              | CVS Caremark                          | <b>866-846-9346</b>                                                                   | <a href="https://caremark.com">caremark.com</a>                                                                                                                                                        | Yes        |
| <b>Radiology Pre-Certification for High Tech Imaging<sup>1</sup></b>               | RadMD<br>(Evolent Specialty Services) | <b>888-376-6544</b>                                                                   | <a href="https://www1.radmd.com">www1.radmd.com</a>                                                                                                                                                    | No         |
| <b>Reproductive, Parenting, and Menopause Support<sup>2</sup></b>                  | Maven                                 | <b>N/A</b>                                                                            | <a href="https://mavenclinic.com/join/sgws">mavenclinic.com/join/sgws</a><br><a href="mailto:support@mavenclinic.com">support@mavenclinic.com</a>                                                      | Yes        |
| <b>Student Loan Support</b>                                                        | Candidly                              | <b>N/A</b>                                                                            | <a href="https://schwab.getcandidly.com">schwab.getcandidly.com</a>                                                                                                                                    | No         |
| <b>Telemedicine — Primary Care, General Medical, and Mental Health<sup>1</sup></b> | Teladoc                               | <b>800-835-2362</b>                                                                   | <a href="https://myhealthtoolkitfl.com">myhealthtoolkitfl.com</a>                                                                                                                                      | Yes        |
| <b>Telemedicine (CA Kaiser Permanente only)</b>                                    | Kaiser Permanente                     | <b>866-454-8855</b>                                                                   | <a href="https://kp.org">kp.org</a>                                                                                                                                                                    | Yes        |
| <b>Therapist Finder</b>                                                            | GuidanceConnect                       | <b>888-583-9872</b><br><b>TTY: 800-697-0353</b>                                       | <a href="https://guidanceresources.com">guidanceresources.com</a><br><b>Web ID: SGWS</b>                                                                                                               | Yes        |
| <b>Tobacco Cessation</b>                                                           | Pivot                                 | <b>N/A</b>                                                                            | <a href="https://account.pivot.co/partner/southernglazers">account.pivot.co/partner/southernglazers</a><br><b>SGWS employer code: SGWS2020</b>                                                         | Yes        |
| <b>Vision</b>                                                                      | VSP                                   | <b>800-877-7195</b>                                                                   | <a href="https://vsp.com">vsp.com</a>                                                                                                                                                                  | Yes        |
| <b>Weight Management</b>                                                           | WeightWatchers                        | <b>866-204-2885</b>                                                                   | <a href="https://ww.com/us/sgws">ww.com/us/sgws</a>                                                                                                                                                    | Yes        |

<sup>1</sup> BCBS plans only.

<sup>2</sup> All SGWS medical plans.