



Benefit Phone Numbers – Retirees

Retiree health care is dependent on many factors such as date of retirement, age at retirement, length of service, etc. Not all retirees have retiree health care coverage. Please refer to your annual enrollment materials or contact the Benefit Service Center if you have questions regarding eligibility.

Aetna Medical

(800) 356-6285

www.aetn navigator.com

- Verify Eligibility
- Medical Claim Questions
- ID Card Request
- Questions about coverage, deductibles, co-pays, annual maximum out-of-pocket

Express Scripts Prescription Drugs

(877) 207-1350 - Under 65

(866) 544-6963 - Over 65 - if applicable

www.express-scripts.com

- Verify Eligibility
- Request Home Delivery Order Form
- ID Card Request

PayFlex Retiree Reimbursement Account (RRA) - if applicable

(800) 416-7053

Securian Life Insurance

(800) 815-7636

- Beneficiary Verification
- Request to Change Beneficiary
- Verify Life Insurance Amount
- Report the death of an Owens Corning retiree

Fidelity Pension

(800) 601-4015

- Pension 1099 / W2 Issues
- Pension Check Tax Withholding Form
- Pension Check Direct Deposit Form
- Report Lost Checks
- Notification of Address and/or Name Change

- Address and Name Changes must also be reporting to the Owens Corning Benefit Service center in Toledo
- Report the death of an Owens Corning retiree
 - Fidelity Survivor's Services (877) 208-0800 – Retiree's SSN Needed

Medicare

If you have questions about Medicare, you can visit www.medicare.gov or call Medicare directly at (800) 633-4227.

Owens Corning Benefit Service Center

(800) 725-9335 – Phone

(800) 936-5991 – Fax

benefits@owenscorning.com – Email

One Owens Corning Parkway, Toledo, OH 43659 – Mailing Address

- Healthcare Contribution Issues (questions on billed amounts)
- Change Enrollment
- Change Name and/or Address
- Report Qualifying Life Change Events (within 30 days of the event)
 - Death of Spouse or Dependent
 - Divorce
 - Dependent no longer eligible for plan (age 21 if not full-time student)