COVID-19 Benefits Email and Web Information
Following are key email, website, and phone information for our benefit plan vendors. For general questions about our benefits, please email hrpayrollhelp@american.edu and your question will be routed to the benefits team member who can best assist.

HEALTH PLAN
For questions relating to health plan benefits or claims, telemedicine services, or nurse advice assistance

CareFirst
Phone: 800-628-8549
Website: www.carefirst.com
Telemedicine: www.carefirstvideovisit.com
Nurse Advice: 800-535-9700

Express Scripts (Rx plan with CareFirst)
Phone: 877-486-5984
Website: www.express-scripts.com

Kaiser
Phone: 301-468-6000
Website: www.kaiserpermanente.org
Telemedicine: www.kaiserpermanente.org
24-hour nurse line (DC): 703-359-7878
24-hour nurse line (outside of DC): 800-777-7904

COUNSELING AND EMERGENCY LOAN REQUESTS
For setting up a call with our FSAP counselor (Dale Rampell) or applying for an emergency loan

Counseling Services
Email for appointment: fsap@american.edu

Emergency Loan Request
Email: employeerelations@american.edu

RETIREMENT PLANS
For questions about your retirement account, requesting a loan or withdrawal, or scheduling a one-on-one consultation with a retirement plan consultant

Fidelity
Phone: 800-343-0860
Website: www.netbenefits.com/au
Phone consultation scheduling: 800-642-7131 or visit getguidance.fidelity.com/au

TIAA
Phone: 800-842-2252
Website: www.tiaa.org/american
Phone consultation scheduling: 800-732-8353 or visit www.tiaa.org/schedulenow
COVID-19 Benefits Email and Link Information

**LEAVE REPORTING**
For reporting a COVID-19 diagnosis, questions about a need for leave, or applying to Prudential for a leave that will go beyond two weeks

**Faculty/Staff member’s COVID-19 Diagnosis reporting to AU Employee Relations team**
Contact: employeerelations@american.edu

**Leave-Related Questions**
Email: hrpayrollhelp@american.edu

**Short Term Disability for absence expected to go beyond 2 weeks**
Contact to alert AU: hrpayrollhelp@american.edu
Contact to open a claim with Prudential: 877-367-7781

**ELDER AND DEPENDENT CARE BACK UP SERVICES**
For setting up back up care for a child or adult dependent in order for you to work

**Bright Horizons**
Phone: 877-242-2737
Website: https://clients.brighthorizons.com/au