

STELLAR BENEFITS HOT LINES



EMPLOYEE ASSISTANCE PROGRAM

Comprehensive Assistance	8:00 am – 6:00 pm	1-800-252-4555	or 1-800-225-2527
Limited Assistance	6:00 pm – 9:00 pm	1-800-252-4555	www.theEAP.com
CRITICAL SITUATIONS: CALL ANYTIME	24 hours/7 days a week	1-800-252-4555	or 1-800-225-2527

MEDICAL PLAN

INDEPENDENT HEALTH	High Deductible Health Plan	TOLL FREE	1-800-257-2753
STEL, Inc. # 21650		716-631-2661	www.independenthealth.com
TELEMEDICINE – Create an account	1-800-Teladoc	1-800-835-2362	www.teladoc.com/IH
RxBenefits Pharmacy Plan	CVS/Caremark	1-800-334-8134	RxHelp@rxbenefits.com

DENTAL & VISION REIMBURSEMENT PROGRAM

STEL, INC.	CONTACT:	PHONE	716-366-7792 Ext. 222
	ASHLEY SWITZER	FAX	716-366-7840

FLEXIBLE SPENDING ACCOUNT (SEC. 125 PLAN)

NOVA HEALTHCARE ADMINISTATORS		TOLL FREE	1-800-264-9115
		FAX	716-774-8092
		INTERNET ADDRESS	www.novahealthcare.com

RETIREMENT

INVESTMENT ADVICE, ENROLLMENT & BENEFICIARY FORMS	CONTACT:	TOLL FREE	1-888-592-9225
COURIER CAPITAL CORPORATION	THOMAS HANLON	INTERNET ADDRESS	www.couriercapital.com

STEL EMPLOYER CONTRIBUTION PLAN (PROFIT SHARING PLAN)

LOANS/DISTRIBUTIONS:	CONTACT:	TOLL FREE	1-800-688-2611 Ext. 5521
P & A ADMINISTRATION	AMY SIMONSEN	FAX	716-855-7108
		EMAIL ADDRESS	simonsena@padmin.com

403b(7) PLAN OPTIONS

• VANGUARD INVESTMENTS		TOLL FREE	1-800-523-1188
CUSTOMER SERVICE 403b(7) PLAN		INTERNET ADDRESS	http://vanguard.com

• P&A ADMINISTRATIVE SERVICES INVESTMENT PLATFORM

CUSTOMER SERVICE/ DISTRIBUTIONS	CONTACT:	TOLL FREE	1-800-688-2611 Ext. 5521
	AMY SIMONSEN	FAX	716-855-7108
		EMAIL ADDRESS	simonsena@padmin.com

GROUP TERM LIFE INSURANCE

NORTHWEST BANK INSURANCE GROUP	CONTACT:	PHONE	716-487-4760
	KRYSTAL HULTBERG	FAX	716-488-2885
	Krystal.Hultberg@northwest.com	INTERNET ADDRESS	www.northwest.com

LINCOLN LIFE & ANNUITY	CUSTOMER SRV/CLAIMS	TOLL FREE	1-800-423-2765
-----------------------------------	----------------------------	-----------	----------------

SUPPLEMENTAL SHORT TERM DISABILITY INSURANCE

NORTHWEST BANK INSURANCE GROUP	CONTACT:	PHONE	716-487-4760
	KRYSTAL HULTBERG	FAX	716-488-2885
	Krystal.Hultberg@northwest.com	INTERNET ADDRESS	www.northwest.com

FIRST UNUM	CUSTOMER SERVICE	TOLL FREE	1-800-375-8226
	CLAIMS SERVICE	FAX	1-800-375-8226

NYS STATUTORY SHORT TERM DISABILITY & PAID FAMILY LEAVE

NYS Statutory Disability

ARCH INSURANCE COMPANY	POLICY NUMBER:	TOLL FREE	877-369-0979
c/o Administrative Concepts, Inc.		FAX	610-977-3216
P.O. Box # C1024	11DBL0670600	EMAIL ADDRESS	archdbi@visit-aci.com
Southeastern, PA 19398-1024			

CREDIT UNIONS

OLEAN DRESSER CLARK COMMUNITY F.C.U.		OLEAN OFFICE	716-372-6607
---	--	--------------	--------------

WOODLAWN AUTO WORKERS F.C.U.		BLASDELL OFFICE	716-826-6427
		DUNKIRK OFFICE	716-363-7412
		LAKEWOOD OFFICE	716-763-7283

WESTERN DIVISION CREDIT UNION		DUNKIRK OFFICE	1-800-632-9328
		WILLIAMSVILLE OFFICE	716-632-9328