

# 2025 Resource guide

When you have questions or need more information, here are some resources available to you.

Resource	Description	Contact
<b>Retiree Service Center</b>	For questions on benefits eligibility, plan designs, costs and billing	Call <b>1-888-972-3862 (TTY: 711)</b> , Monday through Friday, 8 AM to 8 PM ET.
<b>Aetna® retiree website</b>	<ul style="list-style-type: none"><li>• Find benefits information</li><li>• Access current benefits statement</li><li>• Check online billing statements</li></ul>	<b>RetireeHealthAccess.net/CVS</b>
<b>Aetna member website</b>	<ul style="list-style-type: none"><li>• Check eligibility or claim status information</li><li>• Get ID card replacement</li><li>• Find copies of claim forms</li><li>• Access tools that help you manage your health care</li></ul>	<b>Aetna.com</b>
<b>Prescription drugs</b>	For questions on payments or denials of pharmacy claims	Call the number on the back of your ID card.
<b>Dental</b>	For questions on payment of dental claims or finding a preferred provider	Call the number on the back of your ID card.
<b>Pension</b>	<ul style="list-style-type: none"><li>• Find general pension information</li><li>• Validate/change beneficiary</li><li>• Manage payments</li><li>• Update personal information</li></ul>	<b>HR Service Center</b> Call <b>1-888-972-3862 (TTY: 711)</b> and select the pension menu option, Monday through Friday, 8 AM to 8 PM ET.
<b>401(k)</b>	<ul style="list-style-type: none"><li>• Find general 401(k) information</li><li>• Check account balance and investments</li><li>• Process transactions</li><li>• Validate/change beneficiary</li><li>• Get 24/7 access to manage your account</li><li>• Use financial planning tools and services</li></ul>	<b>RetirementPlans.Vanguard.com</b> Note: If you're not registered, you'll need plan number 092038 to register. Call <b>1-888-694-7287 (TTY: 711)</b> and select the 401(k) menu option, Monday through Friday, 8 AM to 8 PM ET (excluding stock market holidays).

Resource	Description	Contact
<p><b>Retiree term life insurance</b></p>	<ul style="list-style-type: none"> <li>• Check benefits</li> <li>• Update beneficiaries or address</li> </ul>	<p>If you were born <b>before</b> October 15, 1938:            Call The Hartford at <b>1-855-396-7655</b>,            Monday through Friday, 8 AM to 8 PM ET.  <b>Enroll.TheHartfordatWork.com/CVSBene</b></p> <p>If you were born <b>on or after</b> October 15, 1938:            Call the Retiree Service Center at  <b>1-888-972-3862 (TTY: 711)</b>,            Monday through Friday, 8 AM to 8 PM ET.  <b>RetireeHealthAccess.net/CVS</b></p>
<p><b>Retiree paid-up life insurance</b></p> <p>You may have a retiree paid-up life policy if you:</p> <ul style="list-style-type: none"> <li>• Retired before 1998</li> <li>• Were born on or before September 26, 1941</li> <li>• Elected paid-up life as an active employee</li> <li>• Have not cashed out the policy</li> </ul>	<ul style="list-style-type: none"> <li>• Check policy</li> <li>• Update beneficiaries or address</li> </ul>	<p>Call The Hartford at <b>1-888-563-1124</b>,            Monday through Friday, 8 AM to 8 PM ET.</p>
<p><b>Group universal life (GUL) policy – single premium life option (SPLO)</b></p> <p>If you had an accumulated fund when Aetna® terminated the GUL policy on 12/31/2007, you were given the option of using that fund to purchase a prepaid life amount, otherwise known as an SPLO.</p>	<ul style="list-style-type: none"> <li>• Check policy</li> <li>• Update beneficiaries or address</li> <li>• Surrender the cash value</li> </ul>	<p>Call The Hartford at <b>1-888-563-1124</b>,            Monday through Friday, 8 AM to 8 PM ET.</p>