

## BENEFITS CONTACTS

| Benefit Program                                                                                                         | City of Oakland Contact                                                                                                                                                                                                                                             | Benefit Carrier                                                     | Carrier Website & Mobile App                                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The Club At City Center                                                                                                 | Denise Carter<br><a href="mailto:BenefitsAdmin@oaklandca.gov">BenefitsAdmin@oaklandca.gov</a>                                                                                                                                                                       | The Club at City Center                                             |                                                                                                                                                                            |
| Benefit Enrollment Questions<br>General Benefit Questions                                                               | <a href="mailto:BenefitsAdmin@oaklandca.gov">BenefitsAdmin@oaklandca.gov</a>                                                                                                                                                                                        |                                                                     |                                                                                                                                                                            |
| COBRA                                                                                                                   | Denise Carter – 510-238-7446<br><a href="mailto:DCarter@oaklandca.gov">DCarter@oaklandca.gov</a>                                                                                                                                                                    | Navia Benefit Solutions<br>877-980-9675                             | <a href="http://www.naviabenefits.com">www.naviabenefits.com</a>                                                                                                           |
| Commuter Benefits                                                                                                       | Denise Carter – 510-238-7446<br><a href="mailto:DCarter@oaklandca.gov">DCarter@oaklandca.gov</a>                                                                                                                                                                    | Navia Benefit Solutions<br>800-920-9675                             | <a href="http://www.naviabenefits.com">www.naviabenefits.com</a><br>Mobile App: MyNavia App                                                                                |
| Deferred Compensation                                                                                                   | Jeanette Delgado – 510-238-7445<br><a href="mailto:JDelgado@oaklandca.gov">JDelgado@oaklandca.gov</a><br><br>*****<br>Nancy Agaiby 202-759-7112<br>Mission Square Retirement Plan<br>Specialist<br><a href="mailto:nagaiby@missionsq.org">nagaiby@missionsq.org</a> | Mission Square<br>800-669-7400                                      | <a href="https://www.missionsq.org/city-of-oakland-457-plan.html">https://www.missionsq.org/city-of-oakland-457-plan.html</a><br><br>Mobile App: Mission Square Retirement |
| Disability Benefits - (Non-sworn,<br>excluding SEIU)<br>Short-Term Disability Benefits<br>Long-Term Disability Benefits | Donella Williams – 510-238-6488<br><a href="mailto:dwilliams3@oaklandca.gov">dwilliams3@oaklandca.gov</a>                                                                                                                                                           | The Hartford<br>800-523-2233                                        | <a href="http://www.thehartford.com">www.thehartford.com</a>                                                                                                               |
| State Disability Insurance (SDI)<br>Benefits                                                                            | Erika Turner – 510-238-7660<br><a href="mailto:eturner@oaklandca.gov">eturner@oaklandca.gov</a>                                                                                                                                                                     | California Employment<br>Development Dept.<br>(EDD)<br>800-480-3287 | <a href="#">EDD Website</a>                                                                                                                                                |
| AC Transit Easy Pass (Local 21<br>& CMEA only)                                                                          | Denise Carter<br><a href="mailto:Benefitsadmin@oaklandca.gov">Benefitsadmin@oaklandca.gov</a>                                                                                                                                                                       | AC Transit                                                          |                                                                                                                                                                            |
| Employee Assistance Program<br>(EAP)                                                                                    | Greg Elliott – 510-238-4993<br><a href="mailto:gelliott@oaklandca.gov">gelliott@oaklandca.gov</a>                                                                                                                                                                   | Claremont EAP<br>800-834-3773                                       | <a href="http://www.claremonteap.com">www.claremonteap.com</a>                                                                                                             |
| Ergonomics                                                                                                              | Lana Chan – 510-238-7971<br><a href="mailto:lchan2@oaklandca.gov">lchan2@oaklandca.gov</a>                                                                                                                                                                          |                                                                     |                                                                                                                                                                            |
| Flexible Spending Accounts (FSA)<br>Health Care FSA<br>Day Care FSA                                                     | <a href="mailto:BenefitsAdmin@oaklandca.gov">BenefitsAdmin@oaklandca.gov</a>                                                                                                                                                                                        | Navia Benefits Solutions<br>800-669-3539                            | <a href="http://www.naviabenefits.com">www.naviabenefits.com</a><br>Mobile App: MyNavia App                                                                                |

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| Guaranteed Ride Home                                                    | Tami Honda – 238-6891<br><a href="mailto:thonda@oaklandca.gov">thonda@oaklandca.gov</a>                                                                                                                                                                                                   | Alameda County<br>Transportation Commission<br>510-433-0320                         | <a href="http://grh.alamedactc.org/">http://grh.alamedactc.org/</a>                   |
| Health Care                                                             |                                                                                                                                                                                                                                                                                           |                                                                                     |                                                                                       |
| Medical                                                                 | Adrienne Cooper – 510-238-6474<br>Departments: Police and Fire (sworn and non-sworn employees)<br><br>Lisa Lavatai – 510-238-6769<br>Departments: All City Departments<br>(excluding Police and Fire)<br><br><a href="mailto:BenefitsAdmin@oaklandca.gov">BenefitsAdmin@oaklandca.gov</a> | CalPERS<br>888-225-7377                                                             | <a href="http://www.calpers.ca.gov">www.calpers.ca.gov</a>                            |
| Dental – Non-Sworn<br>Delta Dental PPO                                  |                                                                                                                                                                                                                                                                                           | Delta Dental PPO<br>800-765-6003                                                    | <a href="http://www.deltadentalins.com">www.deltadentalins.com</a>                    |
| DeltaCare HMO                                                           |                                                                                                                                                                                                                                                                                           | Delta Dental<br>(DeltaCare) 800-422-4234                                            | Mobile App: Delta Dental                                                              |
| Vision – Non-Sworn                                                      |                                                                                                                                                                                                                                                                                           | Vision Service Plan (VSP)<br>800-877-7195                                           | <a href="http://www.vsp.com">www.vsp.com</a><br>Mobile App: VSP Vision Care on The Go |
| Health and Wellness Program                                             | Lana Chan – 510-238-7971<br><a href="mailto:lchan2@oaklandca.gov">lchan2@oaklandca.gov</a>                                                                                                                                                                                                |                                                                                     |                                                                                       |
| Job Accommodations (ADA & FEHA)                                         | Donella Williams – 510-238-6488<br><a href="mailto:dwilliams3@oaklandca.gov">dwilliams3@oaklandca.gov</a>                                                                                                                                                                                 |                                                                                     |                                                                                       |
| Leaves<br>Family Medical Leave Act (FMLA)<br>Pregnancy Disability Leave | Donella Williams – 510-238-6488<br><a href="mailto:dwilliams3@oaklandca.gov">dwilliams3@oaklandca.gov</a>                                                                                                                                                                                 |                                                                                     |                                                                                       |
| Life Insurance (Non-Sworn)                                              | Denise Carter – 510-238-7446<br><a href="mailto:dcarter@oaklandca.gov">dcarter@oaklandca.gov</a>                                                                                                                                                                                          | The Hartford 800-523-2233                                                           | <a href="http://www.thehartford.com">www.thehartford.com</a>                          |
| Retirement<br>CalPERS Retirement and Retiree Health                     | Nhan Hua – 510-238-6479<br><a href="mailto:nhua@oaklandca.gov">nhua@oaklandca.gov</a>                                                                                                                                                                                                     | CalPERS<br>888-225-7377                                                             | <a href="http://www.calpers.ca.gov">www.calpers.ca.gov</a>                            |
| Unemployment Benefits                                                   | Erika Turner – 510-238-7660<br><a href="mailto:eturner@oaklandca.gov">eturner@oaklandca.gov</a>                                                                                                                                                                                           | California Employment<br>Development Dept.<br>(EDD)<br>866-333-4606<br>800-300-5616 | <a href="#">_ EDD Website</a>                                                         |
| Workers' Compensation                                                   | Donella Williams – 510-238-6488<br><a href="mailto:dwilliams@oaklandca.gov">dwilliams@oaklandca.gov</a>                                                                                                                                                                                   |                                                                                     |                                                                                       |
| VTD Glasses                                                             | Lana Chan – 510-238-7971<br><a href="mailto:lchan2@oaklandca.gov">lchan2@oaklandca.gov</a>                                                                                                                                                                                                |                                                                                     |                                                                                       |