

2025 BENEFIT CONTACTS

SERVICE CENTERS

Caterpillar Health Enrollment Center

1-833-735-2127 Mon–Fri 7 a.m. – 7 p.m. CT

CatHealthEnrollment.bswift.com

- Health & welfare benefits eligibility & enrollment
- Voluntary benefits (Accident | Critical Illness | Hospital Indemnity | Group legal | ID protection)
- Qualified status changes
- Dependent coverage (add/drop)
- Retiring from the company
- Retiree address changes
- Summary Plan Descriptions

Caterpillar Benefits Center

1-877-228-4010 Mon–Fri 8 a.m. – 6 p.m. CT

(Hearing impaired: Contact your local relay service first for help connecting to the Caterpillar Benefits Center)

CatBenefitsCenter.com

- 401(k) & pension information & transactions
- Retiring from the company
- Retiree address changes
- Summary Plan Descriptions

MEDICAL

Blue Cross Blue Shield (BCBS)

1-844-228-2227 (24-hour assistance)

bcbssil.com/Caterpillar

- Administrator for BCBS National Plan option
- EPO network provider search

BCBS National Caterpillar NetWork

1-888-228-1120 Mon–Fri 7 a.m. – 7 p.m. CT

myBlueElementL.com

- Administrator for BCBS-Caterpillar NetWork
- Caterpillar NetWork/BCBS National Plan provider search

UnitedHealthcare (UHC)

1-866-228-4215 Mon–Fri 7 a.m. – 7 p.m. CT

myUHC.com

- Administrator for PPO & CDHP options
- UHC network provider search (for Caterpillar NetWork provider search, visit benefits.cat.com)

Behavioral Health Services

(Available in the UHC network only)

1-866-374-6060 (24-hour assistance)

LiveAndWorkWell.com**Epic Hearing Healthcare (Hearing Aid Benefit)**

(UHC participants only; BCBS participants contact BCBS)

1-866-956-5400

Cigna Global (International Assignees)

1-800-441-2668

International: 001-302-797-3100

(Collect calls accepted)

CignaEnvoy.com**Via Benefits****(Health Reimbursement Arrangement for certain retirees)**

1-866-766-6087 Mon–Fri 7 a.m. – 6 p.m. CT

My.ViaBenefits.com/Caterpillar

PRESCRIPTION DRUGS

Prime Therapeutics (formerly Magellan Rx)

1-877-228-7909 (24-hour assistance)

PrimeTherapeutics.com**Specialty Medications: Prime Therapeutics Pharmacy**

1-866-554-2673 Mon–Fri 7 a.m. – 9 p.m. CT

PrimeTherapeutics.com/specialtypharmacy/patient**Home Delivery: Walgreens Mail Service**

1-866-840-1222; TTY 1-800-925-0178

(24-hour assistance)

WalgreensMailService.com

DENTAL

Cigna Dental

1-800-244-6224 (24-hour assistance)

myCigna.com

VISION

VSP

1-800-877-7195

Mon–Sat. 8 a.m. – 7 p.m. CT

VSP.com

VSP does not issue ID cards. In-network providers will file claims directly. If you need to send bills directly, send to:

Vision Service Plan
Attn: Claims Service
PO Box 385018
Birmingham, AL 35238-5018

TAX-SAVING ACCOUNTS (FSA & HSA)

HealthEquity (Health Savings Account – HSA)

1-844-311-9732 (24-hour assistance)

HealthEquity.com/Caterpillar**UnitedHealthcare** (Flexible Spending Accounts – Health Care & Dependent Care FSA)

1-866-228-4215 Mon–Fri 7 a.m. – 7 p.m. CT

myUHC.com

FSA Group #100300

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Lyra Health

1-866-228-0565 (24-hour assistance)

(Global phone numbers available at CaterpillarEAP.com)**EAP.cat.com** (general benefit information and onsite office locations)**CaterpillarEAP.com** (for information and online access)

EMPLOYEE DISCOUNTS

Caterpillar.BenefitHub.com

(Online Discount Marketplace)

Additional discounts available at [Cat @work](https://Cat@work) > Total Rewards > Discounts & Other Benefits

LIFE INSURANCE

MetLife

1-888-228-1811 Mon–Fri 7 a.m. – 4 p.m. CT

MetLife.com/mybenefits

- Life insurance enrollment & administration
- Beneficiary designation
- Death reporting

VOLUNTARY BENEFITS

Mercer Your Choice

1-877-294-8948 Mon–Fri 8 a.m. – 5 p.m. CT

YourChoiceVoluntaryBenefits.com

- Auto insurance
- Homeowners/renters insurance
- Pet insurance

OTHER BENEFITS RESOURCES

benefits.cat.com (publicly accessible)

- General information & resources for health care, HSA, FSA, international assignees, Annual Enrollment, etc.
- Caterpillar Drug Formulary & CDHP Preventive Drug List
- Network pharmacy directory
- Prescription drug prior authorization forms
- Caterpillar NetWork provider search

totalhealth.cat.com (publicly accessible)

- Premier global resource for well-being information, programs and events
- A-Z health library, EAP portal, Total Health calendar, Total Health Champion resources and global benefits directory

Cat@work: CatAtWork.cat.comUnder **Human Resources > Total Rewards**, see information on:

- Pay & Financial Security
- Health & Insurance
- Work & Life Changes
- Discounts & Other Benefits
- Update Personal Information

HR Operations Center – Panama

1-800-447-6434 Mon–Fri 6:30 a.m. – 5 p.m. CT

HROperationsCenterPanama@cat.com

If you have an issue or question about your benefits, call the Caterpillar Benefits Center or the benefit vendor.

Access all of these benefit contacts on your mobile device! Download the DIGITAL WALLET CARD:

1. Text CAT to 67936.
2. Click on the link in the text response.
3. iPhone: Tap the “Share” button.
Android: Tap the “Options” button.
4. Click “Add to Home Screen.”