

# 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](http://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](http://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)

[bcbsil.com/Caterpillar](http://bcbsil.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

[myBlueElementIL.com](http://myBlueElementIL.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](http://myUHC.com)

- Administrator for PPO & CDHP options
- UHC network provider search (for Caterpillar NetWork provider search, visit [benefits.cat.com](http://benefits.cat.com))
- Behavioral Health Services (Available in the UHC network only)  
1-866-374-6060 (24-hour assistance)  
[LiveAndWorkWell.com](http://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](http://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](http://My.ViaBenefits.com/Caterpillar)

## PRESCRIPTION DRUGS

### Prime Therapeutics (formerly Magellan Rx)

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

[PrimeTherapeutics.com](http://PrimeTherapeutics.com)

### Specialty Medications: Prime Therapeutics Pharmacy

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

[PrimeTherapeutics.com/specialtypharmacy/patient](http://PrimeTherapeutics.com/specialtypharmacy/patient)

### Home Delivery: Walgreens Mail Service

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

(24-hour assistance)

[WalgreensMailService.com](http://WalgreensMailService.com)

## DENTAL

### Cigna Dental

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

[myCigna.com](http://myCigna.com)

## VISION

### VSP

1-800-877-7195

Mon–Sat. 8 a.m. – 7 p.m. CT

[VSP.com](http://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](http://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](http://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](http://CaterpillarEAP.com))

[EAP.cat.com](http://EAP.cat.com) (general benefit information and onsite office locations)

[CaterpillarEAP.com](http://CaterpillarEAP.com) (for information and online access)

## EMPLOYEE DISCOUNTS

### Caterpillar.BenefitHub.com

(Online Discount Marketplace)

Additional discounts available at 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](http://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](http://YourChoiceVoluntaryBenefits.com)

- Auto insurance
- Homeowners/renters insurance
- Pet insurance

## OTHER BENEFITS RESOURCES

### [benefits.cat.com](http://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](http://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.com

Under Human Resources, see information on:

- Benefits
- Pay
- Leaves & Life Events
- Relocation – Global Mobility
- Wellness
- Employee Discounts
- Update Personal Information
- And more

### HR Operations Center – Panama

[HR\\_help@cat.com](mailto:HR_help@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.”