### EMPLOYEE BENEFITS ASSISTANCE DIRECTORY

**Main Number:** 210-407-0498  
**Fax:** 210-804-7014  
**www.neisd.net/page/434  
E-mail: eb@neisd.net**

**MEDICAL, DENTAL, VISION PLANS**

<table>
<thead>
<tr>
<th>Action</th>
<th>Contact</th>
<th>E-mail / Website</th>
<th>Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility/Coverage</td>
<td>Anita Flores</td>
<td><a href="mailto:aflore1@neisd.net">aflore1@neisd.net</a></td>
<td>210-407-0489</td>
</tr>
<tr>
<td></td>
<td>Andy McClung</td>
<td><a href="mailto:jmcclu7@neisd.net">jmcclu7@neisd.net</a></td>
<td>210-407-0489</td>
</tr>
<tr>
<td>COBRA (Continuation of Coverage)</td>
<td>Martha Lozano</td>
<td><a href="mailto:mlozan1@neisd.net">mlozan1@neisd.net</a></td>
<td>210-407-0491</td>
</tr>
<tr>
<td></td>
<td>Michele Vasquez</td>
<td><a href="mailto:mvasqu8@neisd.net">mvasqu8@neisd.net</a></td>
<td>210-407-0492</td>
</tr>
<tr>
<td>Payroll Deductions/Premiums</td>
<td>Martha Lozano</td>
<td><a href="mailto:mlozan1@neisd.net">mlozan1@neisd.net</a></td>
<td>210-407-0491</td>
</tr>
<tr>
<td></td>
<td>Michele Vasquez</td>
<td><a href="mailto:mvasqu8@neisd.net">mvasqu8@neisd.net</a></td>
<td>210-407-0492</td>
</tr>
<tr>
<td>Medical ID Cards and Claims Assistance</td>
<td>BlueCross / BlueShield</td>
<td><a href="http://www.bcbstx.com">www.bcbstx.com</a></td>
<td>800-521-2227</td>
</tr>
<tr>
<td>Dental ID Cards and Claims Assistance</td>
<td>Delta Dental</td>
<td><a href="http://www.deltadentalins.com/neisd">www.deltadentalins.com/neisd</a></td>
<td>800-521-2651</td>
</tr>
<tr>
<td>Vision ID Cards and Claims Assistance</td>
<td>Avesis</td>
<td><a href="http://www.avesis.com">www.avesis.com</a></td>
<td>800-828-9341</td>
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### HOSPITAL INDEMNITY PLAN

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<tbody>
<tr>
<td>Eligibility/Coverage</td>
<td>Andy McClung</td>
<td><a href="mailto:jmcclu7@neisd.net">jmcclu7@neisd.net</a></td>
<td>210-407-0490</td>
</tr>
<tr>
<td>Claim Forms / Processing</td>
<td>Anita Flores</td>
<td><a href="mailto:aflore1@neisd.net">aflore1@neisd.net</a></td>
<td>210-407-0489</td>
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### EMPLOYEE ASSISTANCE PROGRAM

<table>
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<tr>
<td>Services</td>
<td>Deer Oaks</td>
<td><a href="http://www.deeroakseap.com">www.deeroakseap.com</a></td>
<td>1-866-327-2400</td>
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<tr>
<td></td>
<td>(Username &amp; password</td>
<td>is “NEISD”.)</td>
<td></td>
</tr>
<tr>
<td>Eligibility/Coverage</td>
<td>Anita Flores</td>
<td><a href="mailto:aflore1@neisd.net">aflore1@neisd.net</a></td>
<td>210-407-0489</td>
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<td></td>
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### UNUM LIFE INSURANCE

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<td></td>
<td>Andy McClung</td>
<td><a href="mailto:jmcclu7@neisd.net">jmcclu7@neisd.net</a></td>
<td>210-407-0490</td>
</tr>
<tr>
<td>Beneficiary Changes</td>
<td>Lawson Employee Self-Service</td>
<td>Login to “Lawson ESS” on NEISD Website</td>
<td>210-407-0187</td>
</tr>
<tr>
<td>Payroll Deductions/Premiums</td>
<td>Martha Lozano</td>
<td><a href="mailto:mlozan1@neisd.net">mlozan1@neisd.net</a></td>
<td>210-407-0491</td>
</tr>
<tr>
<td></td>
<td>Michele Vasquez</td>
<td><a href="mailto:mvasqu8@neisd.net">mvasqu8@neisd.net</a></td>
<td>210-407-0492</td>
</tr>
<tr>
<td>Certificate/Policy</td>
<td>Janet Becerra</td>
<td><a href="mailto:janet@highlanderfinancial.com">janet@highlanderfinancial.com</a></td>
<td>210-407-0493</td>
</tr>
<tr>
<td>Claims Assistance</td>
<td>Anita Flores</td>
<td><a href="mailto:aflore1@neisd.net">aflore1@neisd.net</a></td>
<td>210-407-0489</td>
</tr>
<tr>
<td></td>
<td>Andy McClung</td>
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# FLEXIBLE SPENDING ACCOUNTS

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Enrollment/Election Changes</td>
<td>Anita Flores</td>
<td><a href="mailto:aflare1@neisd.net">aflare1@neisd.net</a></td>
<td>210-407-0489</td>
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<tr>
<td></td>
<td>Andy McClung</td>
<td><a href="mailto:jmcclu7@neisd.net">jmcclu7@neisd.net</a></td>
<td>210-407-0490</td>
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<td></td>
<td>National Benefit Services</td>
<td><a href="http://www.nbsbenefits.com">www.nbsbenefits.com</a></td>
<td>800-274-0503</td>
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# CATASTROPHIC SICK LEAVE BANK

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<tbody>
<tr>
<td>Enrollment/Claim Forms and Processing</td>
<td>Anita Flores</td>
<td><a href="mailto:aflare1@neisd.net">aflare1@neisd.net</a></td>
<td>210-407-0489</td>
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<tr>
<td></td>
<td>Andy McClung</td>
<td><a href="mailto:jmcclu7@neisd.net">jmcclu7@neisd.net</a></td>
<td>210-407-0490</td>
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<tr>
<td>Membership/Coverage Questions</td>
<td>Anita Flores</td>
<td><a href="mailto:aflare1@neisd.net">aflare1@neisd.net</a></td>
<td>210-407-0489</td>
</tr>
<tr>
<td></td>
<td>Andy McClung</td>
<td><a href="mailto:jmcclu7@neisd.net">jmcclu7@neisd.net</a></td>
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# AETNA – DISABILITY INCOME REPLACEMENT

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<td><a href="mailto:aflare1@neisd.net">aflare1@neisd.net</a></td>
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<td></td>
<td>Andy McClung</td>
<td><a href="mailto:jmcclu7@neisd.net">jmcclu7@neisd.net</a></td>
<td>210-407-0490</td>
</tr>
<tr>
<td>Payroll Deductions/Premiums</td>
<td>Martha Lozano</td>
<td><a href="mailto:mlozan1@neisd.net">mlozan1@neisd.net</a></td>
<td>210-407-0491</td>
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<tr>
<td></td>
<td>Michele Vasquez</td>
<td><a href="mailto:mvasqu8@neisd.net">mvasqu8@neisd.net</a></td>
<td>210-407-0492</td>
</tr>
<tr>
<td>Certificate/Policy</td>
<td>Janet Becerra</td>
<td><a href="mailto:janet@highlanderfinancial.com">janet@highlanderfinancial.com</a></td>
<td>210-407-0493</td>
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<td></td>
<td>Highlander Financial</td>
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<tr>
<td>Claims Assistance</td>
<td>Janet Becerra</td>
<td><a href="mailto:janet@highlanderfinancial.com">janet@highlanderfinancial.com</a></td>
<td>210-407-0493</td>
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<tr>
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<td>Highlander Financial</td>
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# TEACHER RETIREMENT SYSTEM OF TEXAS

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<tr>
<td>Retirement Questions and General Information</td>
<td>Teacher Retirement</td>
<td><a href="http://www.trs.state.tx.us">www.trs.state.tx.us</a></td>
<td>800-223-8778</td>
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<td>System of Texas</td>
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<tr>
<td>Beneficiary Designation/Change Forms</td>
<td>TRS</td>
<td><a href="http://www.trs.state.tx.us">www.trs.state.tx.us</a></td>
<td>800-223-8778</td>
</tr>
<tr>
<td>Refund Request Form</td>
<td>TRS</td>
<td><a href="http://www.trs.state.tx.us">www.trs.state.tx.us</a></td>
<td>800-223-8778</td>
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# CANCER INSURANCE – ALLSTATE

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<td>Allstate Cancer Plan</td>
<td>Janet Becerra</td>
<td><a href="mailto:janet@highlanderfinancial.com">janet@highlanderfinancial.com</a></td>
<td>210-407-0498</td>
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<td>Claims Assistance</td>
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TAX SHELTERED RETIREMENT ACCOUNTS

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<tbody>
<tr>
<td>Tax Sheltered Accounts 403(b)</td>
<td>Employee Benefits Dept.</td>
<td><a href="http://www.myretirementmanager.com/stovar1@neisd.net">www.myretirementmanager.com/stovar1@neisd.net</a></td>
<td>210-407-0498</td>
</tr>
<tr>
<td>457(b) TIAA CREFF</td>
<td>Steve Tovar</td>
<td><a href="http://www.tiaa-creff.org/neisd/stovar1@neisd.net">www.tiaa-creff.org/neisd/stovar1@neisd.net</a></td>
<td>800-732-8353 210-407-0498</td>
</tr>
<tr>
<td>General Information and Assistance</td>
<td>Cissy Morris, Steve Tovar</td>
<td><a href="mailto:cmorris@neisd.net">cmorris@neisd.net</a>/stovar1@neisd.net</td>
<td>210-407-0505 210-407-0498</td>
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EMPLOYEE CHANGES & MISCELLANEOUS

<table>
<thead>
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<tbody>
<tr>
<td>Name Changes</td>
<td>Human Resources</td>
<td>“Employee Space” on NEISD Website</td>
<td>210-407-0188</td>
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<tr>
<td>Address Changes</td>
<td>Human Resources</td>
<td>“Employee Space” on NEISD Website</td>
<td>210-407-0188</td>
</tr>
<tr>
<td>Death Claim Assistance</td>
<td>Anita Flores, Michele Vasquez</td>
<td><a href="mailto:aflore1@neisd.net">aflore1@neisd.net</a>/mvasqu8@neisd.net</td>
<td>210-407-0489 210-407-0490</td>
</tr>
<tr>
<td>Leave of Absence Requests</td>
<td>Carol Kobernat</td>
<td><a href="mailto:ckober@neisd.net">ckober@neisd.net</a></td>
<td>210-407-0497</td>
</tr>
<tr>
<td>Benefit Questions while on Leave of Absence</td>
<td>Martha Lozano, Michele Vasquez</td>
<td><a href="mailto:mlozan1@neisd.net">mlozan1@neisd.net</a>/mvasqu8@neisd.net</td>
<td>210-407-0491 210-407-0492</td>
</tr>
<tr>
<td>COBRA/Premium Payments</td>
<td>Martha Lozano, Michele Vasquez</td>
<td><a href="mailto:mlozan1@neisd.net">mlozan1@neisd.net</a>/mvasqu8@neisd.net</td>
<td>210-407-0491 210-407-0492</td>
</tr>
<tr>
<td>Beneficiary Changes for District Provided Life Insurance and Group Term Life insurance</td>
<td>Lawson Employee Self Service</td>
<td>Login to “Lawson ESS” on NEISD Website</td>
<td>210-407-0501</td>
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<tr>
<td>Long Term Care</td>
<td>Payroll Department</td>
<td><a href="mailto:garand@neisd.net">garand@neisd.net</a></td>
<td>210-407-0531</td>
</tr>
<tr>
<td>ADA Accommodation Requests</td>
<td>Mayra Murillo-Gardner, ADA Coordinator</td>
<td><a href="mailto:accommodations@neisd.net">accommodations@neisd.net</a></td>
<td>210-407-0135</td>
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EMPLOYEE BENEFITS STAFF

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>E-mail</th>
<th>Phone #</th>
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</thead>
<tbody>
<tr>
<td>Steve Tovar, CTSBO, CSRM</td>
<td>Senior Director of Risk Management &amp; Employee Benefits</td>
<td><a href="mailto:stovar1@neisd.net">stovar1@neisd.net</a></td>
<td>210-407-0499</td>
</tr>
<tr>
<td>Mario Ward, CSRM</td>
<td>Director of Risk Management</td>
<td><a href="mailto:mward1@neisd.net">mward1@neisd.net</a></td>
<td>210-407-0486</td>
</tr>
<tr>
<td>Valerie Rueda, RTSBA</td>
<td>Director of Employee Benefits</td>
<td><a href="mailto:vrueda@neisd.net">vrueda@neisd.net</a></td>
<td>210-407-0488</td>
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<tr>
<td>Michele Vasquez</td>
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