

Important Phone Numbers and Hours of Operation

Enrollment Help Line

(305) 995-2777

Enrollment Web Site

24-hours/7 days a week
www.dadeschools.net

Enrollment Errors

FBMC Customer Care
Mon - Fri, 7 a.m. - 10 p.m. ET
1-800-342-8017

HEALTHCARE PROVIDER

CIGNA

24-hours/7 days a week
1-800-806-3052
www.CIGNA.com

FLEXPLAN PROVIDERS

Dental Plans

SafeGuard MetLife DHMO Plans

Customer Service/Claims
Mon - Thur, 8 a.m. - 8 p.m. (All Zones)
Fri, 8 a.m. - 5 p.m. (All Zones)
1-800-880-1800
www.metlife.com/mybenefits

MetLife Indemnity Plans

Customer Service/Claims
Mon - Thur, 8 a.m. - 8 p.m. (All Zones)
Fri, 8 a.m. - 5 p.m. (All Zones)
1-800-942-0854
www.metlife.com/mybenefits

Life Insurance

MetLife Group Life Claims

Customer Service
305-995-7029
Mon - Fri, 8 a.m. - 8 p.m. ET
1-800-638-6420, option #2

Vision Plan

UnitedHealthcare Vision

Customer Service
Mon - Fri, 8 a.m. - 11 p.m. ET
Sat 9 a.m. - 6:30 p.m.
1-800-638-3120

Legal Plan

ARAG®

Customer Care
Mon - Fri, 8 a.m. - 8 p.m. ET
1-800-360-5567

*ARAGLegalCenter.com, Access Code:
10287mds*

*SeniorAdvocate™ Plan
ARAG ElderCare Program
Mon - Fri, 8 a.m. - 8 p.m. ET
1-800-360-5567*

*ARAGLegalCenter.com, Access Code:
10287mds*

US Legal

*Family Protector
Customer Service
1-800-356-LAWS
Available 24/7
www.uslprotects.com/members/family-
protector/mdcps*

*Senior Protector
Customer Service
1-800-356-LAWS
Available 24/7
www.uslprotects.com/members/family-
protector/mdcps*

Short-term & Long-term Disability Plan

Hartford Life and Accident Insurance Company

*Customer Service 305-995-4889
To File a Claim 1-800-741-4306
Medical Underwriting 1-800-331-7234
www.thehartfordatwork.com*

Identity Theft Plan

ID Watchdog, Inc.

*Customer Service
1-800-970-5182
Mon - Fri, 8 a.m. - 6 p.m. (MST)
www.idwatchdog.com*

Hospital Indemnity Coverage Life Insurance Co. of North America

*(A CIGNA Company)
Customer Service/Claims
Mon - Fri, 7 a.m. - 10 p.m. ET
1-800-342-8017*

Voluntary Life and AD&D MetLife Voluntary Life Claims

*Customer Service
305-995-7029
Mon - Fri, 8 a.m. - 8 p.m. ET
1-800-638-6420, option #2*

Flexible Spending Accounts & myFBMC Card® Visa® Card Fringe Benefits Management Company (FBMC)*

*FBMC Customer Care Center
Mon - Fri, 7 a.m. - 10 p.m. ET
1-800-342-8017
1-800-955-8771 (TDD)*

*Automated Services
24 hours a day
1-800-865-FBMC (3262)
www.myFBMC.com*

myFBMC Card®

*Lost or Stolen Card
24 hours a day
1-888-462-1909*

*myFBMC Card® Activation
www.myfbmc.com*

*Dispute Line
FBMC Customer Care Center
Mon - Fri, 7 a.m. - 10 p.m. ET
1-800-342-8017*

VISTA 401(k)

*VISTA Management Company
1-800-213-2310 - IVR
www.vmc.cc*

OTHER IMPORTANT NUMBERS

*For general benefit and enrollment
information throughout the year
Miami-Dade County Public
Schools*

*The Office of Risk and Benefits
Management
Automated Phone System
Mon - Fri, 8 a.m. - 4:30 p.m. ET
(305) 995-7130
(305) 995-7190 FAX*

*Payroll Deduction Control
Automated Phone System
Mon - Fri, 8 a.m. - 4:30 p.m. ET
(305) 995-1655
(305) 995-1644 (FAX)*

* Third Party Administrator for the M-DCPS fringe benefits program.