



# 2016 Contact Information

1-800-838-1932 or 510-628-3000 for a live agent  
 Fax: 510-268-9574 [www.acera.org](http://www.acera.org)

Medical, Dental, and Vision Plan Carriers	ACERA Group No.	Customer Service No.	Website	ID Cards Issued
<b>Medical</b>				
• Kaiser Permanente				
→ HMO	7668	1-800-464-4000	<a href="http://my.kp.org/acera">my.kp.org/acera</a>	Yes
→ Senior Advantage	7668	1-800-443-0815	<a href="http://my.kp.org/acera">my.kp.org/acera</a>	Yes
→ Individual Out of State Plans	N/A	1-800-448-3590	<a href="http://www.kp.org">www.kp.org</a>	Yes
• UnitedHealthcare				
→ SignatureValue HMO	149659	1-800-624-8822	<a href="http://www.welcometouhc.com/alameda">www.welcometouhc.com/alameda</a>	Yes
→ Choice Plus PPO	717829	1-866-633-2474	<a href="http://www.myuhc.com">www.myuhc.com</a>	Yes
• OneExchange				
→ Non-Medicare Eligible	N/A	1-844-353-0770	<a href="http://www.oneexchange.com/acera">www.oneexchange.com/acera</a>	Varies depending on carrier
→ Medicare Eligible	N/A	1-888-427-8730	<a href="http://medicare.oneexchange.com/acera">medicare.oneexchange.com/acera</a>	Varies depending on carrier
<b>Dental</b>				
• DeltaCare USA	103	1-800-422-4234	<a href="http://www.deltadentalins.com">www.deltadentalins.com</a>	Yes
• Delta Dental PPO	703	1-888-335-8227	<a href="http://www.deltadentalins.com">www.deltadentalins.com</a>	No
<b>Vision</b>				
• Vision Service Plan (VSP)	12110712	1-800-877-7195	<a href="http://www.vsp.com/go/acera">www.vsp.com/go/acera</a>	No
<b>Other Contact References</b>				
• KeenanDirect		1-855-653-3626	<a href="http://www.keenandirect.com">www.keenandirect.com</a>	
• Medicare		1-800-633-4227	<a href="http://www.medicare.gov">www.medicare.gov</a>	
• Social Security Administration		1-800-772-1213	<a href="http://www.ssa.gov">www.ssa.gov</a>	
• ACRE	Pete Albert	510-350-0649 Fax 510-452-0944		
• REAC	Steve Scheinman	925-570-5273 Fax 510-489-7529		
• PERS - Long Term Care		1-800-982-1775	<a href="http://www.calperslongtermcare.com">www.calperslongtermcare.com</a>	
• Deferred Compensation	Tina Weston	510-272-6809		
• Cancer Tips	Learn how to help lower your chances of getting cancer, plus what screening tests to get and when to get them.		<a href="http://www.cancer.org/healthy">www.cancer.org/healthy</a>	
• Family Health Portrait	Quiz your family, then download everything you learn to your MD. Need help with questions? Try the U.S. Surgeon General family site for easy questions.		<a href="http://familyhistory.hhs.gov">familyhistory.hhs.gov</a>	