



2017 Contact Information

1-800-838-1932 or 510-628-3000 for a live agent
 Fax: 510-268-9574 www.acera.org

Medical, Dental, and Vision Plan Carriers	ACERA Group No.	Customer Service No.	Website	ID Cards Issued
Medical				
• Kaiser Permanente				
→ HMO	7668	1-800-464-4000	my.kp.org/acera	Yes
→ Senior Advantage	7668	1-800-443-0815	my.kp.org/acera	Yes
→ Individual Out of State Plans	N/A	Call your local Kaiser Permanente	www.kp.org	Yes
• UnitedHealthcare				
→ SignatureValue HMO	149659	1-800-624-8822	alameda.welcometouhc.com	Yes
→ Choice Plus PPO	717829	1-866-633-2474	www.myuhc.com	Yes
• OneExchange				
→ Non-Medicare Eligible	N/A	1-844-353-0770	www.oneexchange.com/acera	Varies depending on carrier
→ Medicare Eligible	N/A	1-888-427-8730	medicare.oneexchange.com/acera	Varies depending on carrier
Dental				
• DeltaCare USA	103	1-800-422-4234	www.deltadentalins.com	Yes
• Delta Dental PPO	703	1-888-335-8227	www.deltadentalins.com	No
Vision				
• Vision Service Plan (VSP)	12110712	1-800-877-7195	www.vsp.com/go/acera	No
Other Contact References				
• KeenanDirect		1-855-653-3626	www.keenandirect.com	
• Medicare		1-800-633-4227	www.medicare.gov	
• Social Security Administration		1-800-772-1213	www.ssa.gov	
• ACRE	Pete Albert	510-350-0649 Fax 510-452-0944		
• REAC	Healthcare: Rosalie Masuda 510-339-1307 Membership: Jerry Jacobs 510-835-5493			
• PERS - Long Term Care		1-800-982-1775	www.calperslongtermcare.com	
• 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.		www.cancer.org/healthy	
• 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.		familyhistory.hhs.gov	