



# Ask the experts.

2024

## Find a doctor and get medical plan help

Your contact information for medical plan help depends on two things:

- Where you work, or in some cases, which plan you're enrolled in, and
- Which plan administrator serves your area. You'll find yours on the back of your plan ID card.

Location or plan	Plan administrator	Find a doctor	Claims, customer service, care management
Most areas	BlueAdvantage Aetna  UMR	Included Health, BlueAdvantage and Aetna: <a href="tel:800-941-1384">800-941-1384</a>  UMR: <a href="tel:855-870-9177">855-870-9177</a>  <a href="https://IncludedHealth.com/Walmart">IncludedHealth.com/Walmart</a>  Virtual primary care doctor: <a href="https://One.Walmart.com/VirtualPrimaryCare">One.Walmart.com/VirtualPrimaryCare</a>	BlueAdvantage: <a href="tel:866-823-3790">866-823-3790</a> Aetna: <a href="tel:855-548-2387">855-548-2387</a>  UMR: <a href="tel:855-870-9177">855-870-9177</a>
AK, AL, AZ, CO, IA, IL, IN, KY, MN, MO, NC, SC, TN, VA, WI, WV	BlueAdvantage Aetna	Included Health, BlueAdvantage and Aetna: <a href="tel:800-941-1384">800-941-1384</a>  <a href="https://IncludedHealth.com/Walmart">IncludedHealth.com/Walmart</a>  Virtual primary care doctor: <a href="https://One.Walmart.com/VirtualPrimaryCare">One.Walmart.com/VirtualPrimaryCare</a>	BlueAdvantage: <a href="tel:866-823-3790">866-823-3790</a> Aetna: <a href="tel:833-554-1544">833-554-1544</a>  Included Health: <a href="tel:800-941-1384">800-941-1384</a> (care management)
TX: Austin, Dallas, Houston, San Antonio  AR: Northwest Arkansas  OK: Tulsa, Oklahoma City  FL: Tampa, Orlando, Jacksonville, Gainesville, West Palm Beach, Port St. Lucie	BlueAdvantage	BlueAdvantage: <a href="tel:866-823-3790">866-823-3790</a>  <a href="https://IncludedHealth.com/Walmart">IncludedHealth.com/Walmart</a>  Virtual primary care doctor: <a href="https://One.Walmart.com/VirtualPrimaryCare">One.Walmart.com/VirtualPrimaryCare</a>	BlueAdvantage: <a href="tel:866-823-3790">866-823-3790</a>

**Find a doctor and get medical plan help (cont.)**

Location or plan	Plan administrator	Find a doctor	Claims, customer service, care management
FL: Port Charlotte, Cape Coral/Ft. Myers, Naples, Miami/Ft. Lauderdale	Aetna	Aetna: <a href="tel:800-525-6257">800-525-6257</a> <a href="https://IncludedHealth.com/Walmart">IncludedHealth.com/Walmart</a> Virtual primary care doctor: <a href="https://One.Walmart.com/VirtualPrimaryCare">One.Walmart.com/VirtualPrimaryCare</a>	Aetna: <a href="tel:800-525-6257">800-525-6257</a>
IL, IN: Chicago Metro	Aetna BlueAdvantage	Aetna: <a href="tel:800-525-6257">800-525-6257</a> BlueAdvantage: <a href="tel:866-823-3790">866-823-3790</a> <a href="https://IncludedHealth.com/Walmart">IncludedHealth.com/Walmart</a> Virtual primary care doctor: <a href="https://One.Walmart.com/VirtualPrimaryCare">One.Walmart.com/VirtualPrimaryCare</a>	Aetna: <a href="tel:800-525-6257">800-525-6257</a> BlueAdvantage: <a href="tel:866-823-3790">866-823-3790</a>
Mercy Arkansas Local Plan	UMR	Included Health: <a href="tel:800-941-1384">800-941-1384</a> <a href="https://IncludedHealth.com/Walmart">IncludedHealth.com/Walmart</a> Virtual primary care doctor: <a href="https://One.Walmart.com/VirtualPrimaryCare">One.Walmart.com/VirtualPrimaryCare</a>	UMR: <a href="tel:800-804-1272">800-804-1272</a>
Banner Local Plan	Aetna	Aetna: <a href="tel:855-548-2387">855-548-2387</a> <a href="https://IncludedHealth.com/Walmart">IncludedHealth.com/Walmart</a> Virtual primary care doctor: <a href="https://One.Walmart.com/VirtualPrimaryCare">One.Walmart.com/VirtualPrimaryCare</a>	Aetna: <a href="tel:855-548-2387">855-548-2387</a>
Hawaii	HMSA Kaiser	<a href="https://HMSA.com">HMSA.com</a> : <a href="tel:808-948-6111">808-948-6111</a> <a href="https://KP.org">KP.org</a> : <a href="tel:800-966-5955">800-966-5955</a>	<a href="https://HMSA.com">HMSA.com</a> : <a href="tel:808-948-6111">808-948-6111</a> <a href="https://KP.org">KP.org</a> : <a href="tel:800-966-5955">800-966-5955</a>
PPO Plan	Aetna	Included Health: <a href="tel:800-941-1384">800-941-1384</a> <a href="https://IncludedHealth.com/Walmart">IncludedHealth.com/Walmart</a> Virtual doctor visit: <a href="https://Teladoc.com/Aetna">Teladoc.com/Aetna</a>	Aetna: <a href="tel:855-548-2387">855-548-2387</a> Teladoc: <a href="tel:800-835-2362">800-835-2362</a>

## Other benefits topics

If you have questions about...	Website	Phone
Choosing your beneficiaries	<a href="https://One.Walmart.com/Beneficiary">One.Walmart.com/Beneficiary</a>	People Services <a href="#">chat now</a> or call: <a href="tel:800-421-1362">800-421-1362</a>
Pharmacy benefits	<a href="https://One.Walmart.com/Prescriptions">One.Walmart.com/Prescriptions</a>	OptumRx: <a href="tel:844-705-7493">844-705-7493</a>
Health Savings Account (HSA) for associates enrolled in the Saver Plan	<a href="https://One.Walmart.com/Saver">One.Walmart.com/Saver</a> <a href="https://Learn.HealthEquity.com/Walmart/HSA">Learn.HealthEquity.com/Walmart/HSA</a>	HealthEquity: <a href="tel:866-296-2860">866-296-2860</a>
Centers of Excellence	<a href="https://One.Walmart.com/COE">One.Walmart.com/COE</a>	BlueAdvantage: <a href="tel:866-823-3790">866-823-3790</a>  Aetna, Chicago Metro, south FL: <a href="tel:800-525-6257">800-525-6257</a>  Aetna, AZ, IL, MO, TN: <a href="tel:833-554-1544">833-554-1544</a>  Aetna, other states: <a href="tel:855-548-2387">855-548-2387</a>  UMR: <a href="tel:855-870-9177">855-870-9177</a>  Mercy Arkansas Local Plan: <a href="tel:800-804-1272">800-804-1272</a>  Banner Local Plan: <a href="tel:855-548-2387">855-548-2387</a>  <i>(Or see back of plan ID card)</i>
Digestive health program: All states except Hawaii	<a href="https://One.Walmart.com/GIThrive">One.Walmart.com/GIThrive</a>	GIThrive: <a href="tel:833-336-9488">833-336-9488</a>  <i>(Or see back of plan ID card)</i>
Digital physical therapy program: All states except Hawaii	<a href="https://One.Walmart.com/OmadaHealth">One.Walmart.com/OmadaHealth</a>	<i>(See back of plan ID card)</i>
Vision plan	<a href="https://One.Walmart.com/Vision">One.Walmart.com/Vision</a>	VSP: <a href="tel:866-240-8390">866-240-8390</a>
Dental plan	<a href="https://One.Walmart.com/Dental">One.Walmart.com/Dental</a>	Delta Dental: <a href="tel:800-462-5410">800-462-5410</a>
Short-term disability insurance	<a href="https://One.Walmart.com/ShortTermDisability">One.Walmart.com/ShortTermDisability</a> (CA, CO, CT, DC, HI, MA, NJ, NY, OR, RI, WA; refer to state guide)	Sedgwick/Lincoln: <a href="tel:800-492-5678">800-492-5678</a>
Long-term disability insurance	<a href="https://One.Walmart.com/LongTermDisability">One.Walmart.com/LongTermDisability</a>	Lincoln: <a href="tel:877-353-6404">877-353-6404</a>
Accident and critical illness insurance	<a href="https://One.Walmart.com/Accident">One.Walmart.com/Accident</a> <a href="https://One.Walmart.com/Critical">One.Walmart.com/Critical</a>	Allstate Benefits: <a href="tel:800-514-9525">800-514-9525</a>
Life, accidental death and dismemberment (AD&D), and business travel accident insurance	<a href="https://One.Walmart.com/Life">One.Walmart.com/Life</a> <a href="https://One.Walmart.com/ADD">One.Walmart.com/ADD</a>	Prudential: <a href="tel:877-740-2116">877-740-2116</a>

## Other benefits topics (cont.)

If you have questions about...	Website	Phone
<p><b>Family building support</b></p> <p>Eligible associates have access to covered adoption and surrogacy benefits, even if they're not enrolled in a Walmart medical plan.</p>	<p><a href="https://One.Walmart.com/FamilyBuilding">One.Walmart.com/FamilyBuilding</a></p> <p><a href="https://One.Walmart.com/LifeWithBaby">One.Walmart.com/LifeWithBaby</a></p>	<p>Call your health plan administrator at the number on back of plan ID card</p>
<p><b>My Mental Health Resources</b></p> <p>Access therapy, coaching, and digital tools for a healthier mind – powered by Lyra.</p>	<p><a href="https://One.Walmart.com/Lyra">One.Walmart.com/Lyra</a></p>	<p><a href="tel:800-825-3555">800-825-3555</a>, available 24/7</p>
<p><b>Supportiv</b></p> <p>Anonymous chat-based mental health support.</p>	<p><a href="https://Supportiv.com/Walmart">Supportiv.com/Walmart</a></p>	
<p><b>ONE@Work</b></p> <p>Save automatically, spend confidently, and get paid early with ONE@Work, formerly the Even app.</p>	<p><a href="https://One.Walmart.com/ONE@Work">One.Walmart.com/ONE@Work</a></p>	<p>People Services: <a href="tel:800-421-1362">800-421-1362</a></p>
<p><b>Fitness Pass</b></p> <p>Access to thousands of gyms through payroll-deducted membership.</p>	<p><a href="https://One.Walmart.com/FitnessPass">One.Walmart.com/FitnessPass</a></p>	<p>Fitness Pass: <a href="tel:833-236-0181">833-236-0181</a> Monday-Friday 8am-8pm ET</p>
<p><b>Fresh Tri</b></p> <p>Eat better, manage stress, move more, and think positively with the Fresh Tri app.</p>	<p><a href="https://One.Walmart.com/FreshTri">One.Walmart.com/FreshTri</a></p>	
<p><b>Thrive</b></p> <p>Make better choices, and after 21 days, share your story for a chance to win a share of \$1 million dollars.</p>	<p><a href="https://One.Walmart.com/Thrive">One.Walmart.com/Thrive</a></p>	
<p><b>myAgileLife</b></p> <p>Master the skills to lose weight, cope with stress, or live a healthier lifestyle with text message-based coaching.</p>	<p><a href="https://One.Walmart.com/HealthyLiving">One.Walmart.com/HealthyLiving</a></p>	<p>myAgileLife: <a href="tel:855-955-1905">855-955-1905</a>, Available Monday-Friday 9am-6pm CT</p>
<p><b>Quit tobacco</b></p> <p>Get the tools you need to quit tobacco for good with Kick Buts.</p>	<p><a href="https://One.Walmart.com/QuitTobacco">One.Walmart.com/QuitTobacco</a></p>	<p>Kick Buts: <a href="tel:855-955-1905">855-955-1905</a>, Available Monday-Friday 9am-6pm CT</p>
<p><b>Walmart 401(k) Plan</b></p> <p>Save for retirement, and when eligible, Walmart matches each dollar you contribute up to 6% of your pay.</p>	<p><a href="https://One.Walmart.com/401k">One.Walmart.com/401k</a></p> <p><a href="https://Benefits.ML.com">Benefits.ML.com</a></p>	<p>Merrill: <a href="tel:888-968-4015">888-968-4015</a></p>
<p><b>Associate Stock Purchase Plan</b></p> <p>Buy Walmart stock and receive an 15-cent match on the first \$1,800 you contribute (\$270 maximum per plan year) April - March.</p>	<p><a href="https://One.Walmart.com/ASPP">One.Walmart.com/ASPP</a></p> <p><a href="https://Computershare.com/Walmart">Computershare.com/Walmart</a></p>	<p>ComputerShare: <a href="tel:800-438-6278">800-438-6278</a></p> <p>Associates who are hard of hearing: <a href="tel:800-925-9245">800-925-9245</a></p>
<p><b>PTO and other benefits information</b></p>	<p><a href="https://One.Walmart.com/PTO">One.Walmart.com/PTO</a></p> <p><a href="https://One.Walmart.com/Benefits">One.Walmart.com/Benefits</a></p>	<p>People Services: <a href="#">chat now</a> or call: <a href="tel:800-421-1362">800-421-1362</a></p>