



EMPLOYEE BENEFITS ASSISTANCE DIRECTORY
 Main Number: 210-804-7232 Fax Line: 210-804-7014
www.neisd.net/risk Email: eb@neisd.net

MEDICAL PLANS

Action	Contact	Email/Website	Extension/Phone #
Membership Processing/Billing	Martha Lozano, Classified Lety Hernandez, Certified	mlozan1@neisd.net lherna2@neisd.net	352 351
Eligibility/Coverage	Rebecca Roberts Loretta Moten	rrober7@neisd.net lmoten1@neisd.net	349 226
COBRA (Continuation of Coverage)	Martha Lozano, Classified Lety Hernandez, Certified	mlozan1@neisd.net lherna2@neisd.net	352 351
Payroll Deductions/Premiums	Martha Lozano, Classified Lety Hernandez, Certified	mlozan1@neisd.net lherna2@neisd.net	352 351
ID Cards/PCP Changes	BlueCross BlueShield—PPO Plans HMO Blue Texas	www.bcbstx.com	1-800-521-2227 1-877-299-2377
Claims Assistance	BlueCross BlueShield—PPO Plans HMO Blue Texas	www.bcbstx.com	1-800-521-2227 1-877-299-2377

HOSPITAL INDEMNITY PLAN

Action	Contact	Email/Website	Extension/Phone #
Eligibility/Coverage Claim Forms/Processing	Rebecca Roberts	rrober7@neisd.net	349

DENTAL PLAN

Action	Contact	Email/Website	Extension/Phone #
Membership Processing/Billing	Martha Lozano, Classified Lety Hernandez, Certified	mlozan1@neisd.net lherna2@neisd.net	352 351
Eligibility/Coverage	Rebecca Roberts Loretta Moten	rrober7@neisd.net lmoten1@neisd.net	349 226
COBRA (Continuation of Coverage)	Lety Hernandez, Certified Martha Lozano, Classified	lherna2@neisd.net mlozan1@neisd.net	351 352
Payroll Deductions/Premiums	Lety Hernandez, Certified Martha Lozano, Classified	lherna2@neisd.net mlozan1@neisd.net	351 352
ID Cards	Humana/CompBenefits Insurance	www.compbenefits.com/ custom/neisd	1-800-342-5209
Claims Assistance	Humana/CompBenefits Insurance	www.compbenefits.com/ custom/neisd	1-800-342-5209

EMPLOYEE ASSISTANCE PROGRAM

Action	Contact	Email/Website	Extension/Phone #
Services	Deer Oaks	www.deeroaks.com	210-615-8880 1-800-396-2467
Eligibility/Coverage	Loretta Moten Rebecca Roberts Elizabeth Sanchez	lmoten1@neisd.net rrober7@neisd.net esanch@neisd.net	226 349 350
COBRA (Continuation of Coverage)	Lety Hernandez, Certified Martha Lozano, Classified	lherna2@neisd.net mlozan1@neisd.net	351 352

AMERICAN NATIONAL LIFE INSURANCE

Action	Contact	Email/Website	Extension/Phone #
Membership Processing/Billing	Martha Lozano, Classified Lety Hernandez, Certified	mlozan1@neisd.net lherna2@neisd.net	352 351
Eligibility/Coverage	Rebecca Roberts Loretta Moten	rrober7@neisd.net lmoten1@neisd.net	349 226
Beneficiary Changes	Receptionist Linda Dolash	ldolas@neisd.net	239 242
Payroll Deductions/Premiums	Martha Lozano, Classified Lety Hernandez, Certified	mlozan1@neisd.net lherna2@neisd.net	352 351
Certificate/Policy	American National Rebecca Roberts Loretta Moten	www.anico.com rrober7@neisd.net lmoten1@neisd.net	1-800-899-6803 349 226
Claims Assistance	Rebecca Roberts	rrober7@neisd.net	349

CAFETERIA PLAN—PREMIUM ONLY

Action	Contact	Email/Website	Extension/Phone #
Enrollment/Election Changes	Lety Hernandez Martha Lozano Loretta Moten Elizabeth Sanchez Rebecca Roberts	lherna2@neisd.net mlozan1@neisd.net lmoten1@neisd.net esanch@neisd.net rrober7@neisd.net	351 352 226 350 349

CAFETERIA PLAN—FLEXIBLE SPENDING

Action	Contact	Email/Address	Extension/Phone #
Enrollment/Election Changes	Elizabeth Sanchez Steve Tovar	esanch@neisd.net stovar1@neisd.net	350 240
Claims Assistance	MGM, Mass Group Marketing www.mgmtpa.com	mail to: MGM, Inc. 2121 N. Glenville Dr. Richardson, TX 75082	1-800-992-9642 fax : 1-800-973-3702

UNUM PROVIDENT – DISABILITY INCOME REPLACEMENT

Action	Contact	Email/Website	Extension/Phone #
Membership Processing/Billing	Lety Hernandez, Certified Martha Lozano, Classified	lherna2@neisd.net mlozan1@neisd.net	351 352
Eligibility/Coverage	Rebecca Roberts Loretta Moten	rrober7@neisd.net lmoten1@neisd.net	349 226
Payroll Deductions/Premiums	Lety Hernandez, Certified Martha Lozano, Classified	lherna2@neisd.net mlozan1@neisd.net	351 352
Certificate/Policy	Dana Anthony Highlander Financial	dana_anthony@sbc global.net	1-800-992-9642
Claim Forms	Receptionist Rebecca Roberts Loretta Moten	rrober7@neisd.net lmoten1@neisd.net	239 349 226
Claim Submission	Diana Rodriguez/Payroll Dept.	drodri48@neisd.net	804-7060 ext. 359
Claims Assistance	Dana Anthony Highlander Financial	dana_anthony@sbc global.net	1-800-992-9642

CATASTROPHIC SICK LEAVE BANK

Action	Contact	Email/Website	Extension/Phone #
Enrollment/Claim Forms & Processing	Loretta Moten - Classified	lmoten1@neisd.net	226
	Rebecca Roberts - Certified	rrober7@neisd.net	349
Membership/Coverage Questions	Loretta Moten	lmoten1@neisd.net	226
	Rebecca Roberts	rrober7@neisd.net	349
	Elizabeth Sanchez	esanch@neisd.net	350

TEACHER RETIREMENT SYSTEM OF TEXAS

Action	Contact	Email/Website	Extension/Phone #
Exit Interview for Retirement	Elizabeth Sanchez	esanch@neisd.net	350
Retirement Questions	Elizabeth Sanchez	esanch@neisd.net	350
Beneficiary Designation/Change Forms – Intranet	TRS	www.trs.state.tx.us	1-800-223-8778
Refund Request Form	TRS	www.trs.state.tx.us	1-800-223-8778
General Information	TRS Elizabeth Sanchez	www.trs.state.tx.us esanch@neisd.net	1-800-223-8778 350

CANCER INSURANCE — ALLSTATE

Action	Contact	Email	Extension/Phone #
Cancer/20 Other Specified Diseases	Elizabeth Sanchez	esanch@neisd.net	350
	Steve Tovar	stovar1@neisd.net	240
	Highlander Financial 25010 Oakhurst Dr, #210 Spring, Texas 77386	dana_anthony@sbcglobal.net	1-800-992-9642
Claims Assistance	Highlander Financial	dana_anthony@sbcglobal.net	1-800-992-9642

TAX SHELTERED ACCOUNTS

Action	Contact	Website/Email	Extension/Phone #
Tax Sheltered Accounts 403(b)	TSA Consulting	www.tsacg.com	1-888-796-3786
Tax Sheltered Accounts 457(b) and 401(a)	MetLife Resources Mike Gonzalez	www.metlife.com	1-800-236-8489 296-9258
Tax Sheltered Accounts Deductions and Changes	Payroll Department Georgianna Aranda	garand@neisd.net	804-7060 ext. 353

EMPLOYEE CHANGES & MISCELLANEOUS

Action	Contact	Email/Website	Extension/Phone #
Name Changes	Employee Portal	http://intranet.int.neisd.net	805-5315
Address Changes	Employee Portal	http://intranet.int.neisd.net	805-5315
Death Claim Assistance	Rebecca Roberts	rrober7@neisd.net	349
Job/Family Status Changes	Rebecca Roberts Loretta Moten	rrober7@neisd.net lmoten1@neisd.net	349 226
Leave of Absence Requests	Carol Kobernat	ckober@neisd.net	392
Leave of Absence–Benefit Questions Continuation of Benefits Form	Rebecca Roberts Loretta Moten	rrober7@neisd.net lmoten1@neisd.net	349 226
COBRA/Premium Payments	Lety Hernandez, Certified Martha Lozano, Classified	lherna2@neisd.net mlozan1@neisd.net	351 352
Beneficiary Changes for District- Provided Life Policy (10k MetLife)	Linda Dolash	ldolas@neisd.net	242
First Mark Credit Union – Forms First Mark – Deductions	Payroll Department	garand@neisd.net	804-7060
U. S. Savings Bonds	Payroll Department	garand@neisd.net	804-7060
Long Term Care	Payroll Department	garand@neisd.net	804-7060
Intranet/Internet	Elizabeth Sanchez	esanch@neisd.net	350

EMPLOYEE BENEFITS STAFF

Name	Title	Email	Extension/Phone #
Dan Villarreal	Executive Director of Risk Management and Employee Benefits and Health Services	dvilla2@neisd.net	804-7233 Ext. 241
Steve Tovar	Assistant Director of Risk Management & Employee Benefits	stovar1@neisd.ent	804-7232 Ext. 240
Lety Hernandez	Employee Benefits Specialist	lherna2@neisd.net	804-7232 Ext. 351
Martha Lozano	Employee Benefits Specialist	mlozan1@neisd.net	804-7232 Ext. 352
Loretta Moten	Employee Benefits Specialist	lmoten1@neisd.net	804-7232 Ext. 226
Rebecca Roberts	Employee Benefits Specialist	rrober7@neisd.net	804-7232 Ext. 349
Elizabeth Sanchez	Employee Benefits Coordinator	esanch@neisd.ent	804-7232 Ext. 350

Risk Management & Employee Benefits Department
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