

Help & Support Contacts

PEOPLE & CULTURE TEAM AND PAYROLL TEAM

Contact Name	Contact Information	Description
People & Culture	people@convorelay.com	Questions or issues regarding onboarding, initial enrollment, life events, UKG Pro, Employee Navigator, benefits, and any other HR related items.
Payroll	payroll@convorelay.com	Questions or issues regarding payroll, deductions, direct deposit, taxes, W-2s, etc.



Benefit Carrier Information and Contacts

Benefit Program	Carrier	Contact Information	Mobile App	Group / Policy Number
Medical	BlueCross BlueShield of Texas	Network: Blue Choice PPO 800.521.2227 www.bcbstx.com	BCBSTX 	Coming Soon
Dental	MetLife	Network: PDP Plus 800.638.5433 www.metlife.com	MetLife 	5395848
Vision	MetLife	Network: Superior Vision 800.438.6388 www.metlife.com/vision	MetLife 	5395848
Flexible Spending Accounts (FSAs): Health FSA Dependent Care FSA	MetLife	833.571.0500 https:// HealthSavingsAndSpending. MetLife.com	MetLife HS&SA 	N/A
Commuter Benefits	MetLife	833.571.0500 https:// HealthSavingsAndSpending. MetLife.com	MetLife HS&SA 	N/A
Short-Term and Long-Term Disability	MetLife	800.300.4296 www.metlife.com	MetLife 	5395848
Basic and Voluntary Life and AD&D	MetLife	866.492.6983 www.metlife.com	MetLife 	5395848
Supplemental Benefits Accident Critical Illness Hospital Indemnity	MetLife	800.638.5433 www.metlife.com	MetLife 	Coming Soon
Legal Services Plan	MetLife	800.821.6400 www.info.legalplans.com	MetLife 	Coming Soon
Employee Assistance Program (EAP)	MetLife	888.319.7819 www.metlifeeap.lifeworks.com	TELUS Health Mobile 	N/A
Pet Insurance	MetLife	855.270.7387 www.metlife.com	MetLife Pet 	N/A
401(k) Plan	Principal	800.547.7754 www.principal.com	Principal 	6-35625