



Important Contacts

CITY OF TYLER HUMAN RESOURCES DEPARTMENT

P: 903-531-1100 / WEBSITE: WWW.CITYOFTYLER.ORG

HOURS OF OPERATION : M-F 8 A.M. TO 5 P.M.

Type of Plan	Vendor	Member Services Contact Number	Hours of Operation	Website
Medical Plan	HealthFirst TPA	1-866-219-1592	Monday – Friday; 8 a.m. to 5 p.m. CST	www.hfbenefits.com
Prescription Drug Plan	CerpassRX	844-636-7506	24/7	www.cerpassrx.com
24/7 Access to U.S. Board Certified Doctors	Teladoc	800-835-2362	24/7	www.teladoc.com
Flexible Spending Account	Wage Works	866-279-8385	Monday – Friday; 7 a.m. to 7 p.m. CST	www.wageworks.com
Dental Plan	Delta Dental	1-800-521-2651 Plan # 18474	Monday – Friday; 6:15 a.m. to 6:30 p.m. EST	www.deltadentalins.com
Life & Supplemental Life	Securian (Administer by Ochs)	Customer Service: 1-800-392-7295 Plan # 34638 Claims: 1-888-658-0193	Monday – Friday; 8 a.m. to 4:30 p.m. CST	www.securian.com
Vision Plan	Superior Vision	1-866-265-0517	Monday – Friday; 8 a.m. to 5 p.m. CST	www.superiorvision.com
Short Term Disability	HealthFirst TPA	1-866-219-1592	Monday – Friday; 8 a.m. to 5 p.m. CST	www.hfbenefits.com