

Who to contact when you need information about your AECOM benefits

GENERAL INFORMATION

AECOMbenefits.com... your first stop for all things benefits

- Details about all your benefits including FREE benefits and benefits you can elect anytime
- Benefits checklists based on what's happening in your life (getting married, having a child, changing employment status, etc.)
- Benefits apps, FAQs, webinars, events, calculators and other resources
- Contact information for all benefits carriers
- Links to log in to your personalized accounts

myHR: on Ecosystem

DCS, Building Construction and Enterprise employees can also find general benefits information, including FAQs, on myHR.

"Meet the Carrier" Preview Websites for the Health Insurance Carriers: [AECOMbenefits.com/meet-the-carriers](https://aecombenefits.com/meet-the-carriers)

If you don't yet have a personalized carrier account, you can use the preview websites and phone numbers on this page to:

- Access information to help you choose your health insurance carrier
- Learn about prescription drugs, coverage details, discounts, member services and programs, etc.
- Search for network providers

Still not sure who to contact?

Visit [AECOMbenefits.com/all-benefits](https://aecombenefits.com/all-benefits) and select the benefit you need assistance with. From there, you'll find links to the carriers and other resources that may help.

Call the AECOM Benefits Service Center at **844.779.9567** (U.S.), +1 312.843.5091 (Outside U.S.).

PERSONALIZED INFORMATION

Your Personalized Benefits Account: [myAECOMbenefits.com](https://myaecombenefits.com)

- Elect/change your health insurance, life insurance, accidental death & dismemberment (AD&D) insurance, and voluntary benefits as a new hire, during Benefits Open Enrollment or after a qualifying life event
- Elect/change your Health Savings Account (HSA) contribution election at any time
- Access your current benefits elections
- View your benefit paycheck deductions
- Find personalized cost information for your benefits options
- Use personalized decision-making tools
- Submit education assistance pre-approvals and claims
- Manage commuter benefits
- Verify dependent eligibility
- Use the Virtual Assistant tool to get answers to commonly asked question and be directed to resources
- Instant message ("live chat") with the AECOM Benefits Service Center

AECOM Benefits Service Center 844.779.9567 (U.S.), +1 312.843.5091 (Outside U.S.)

- Questions about any of the services at left as well as processes/forms related to Qualified Medical Child Support Orders (QMCSOs), Medicare, Social Security, California Paid Family Leave, HC-5 forms and proof/loss of coverage letters.
- Select the prompt for Advocacy Service for highly personalized help with:
 - Choosing your benefits
 - Claims and billing issues
 - Medications and treatment options

Carrier Member Websites and Phone Numbers: [AECOMbenefits.com/all-vendors](https://aecombenefits.com/all-vendors)

- Access and manage your benefits (health care, life, AD&D, and long-term disability insurance, voluntary benefits, Employee Assistance Program, Care.com, Best Doctors, Smart Spend, etc.)
- Find carrier resources and coverage details
- Find network providers
- Review pharmacy benefits and manage your mail-order prescriptions
- Check your claims

Bank of America Merrill Lynch: benefits.ml.com, 877.637.4226 (U.S.), +1 609.818.8894 (Outside U.S.)

- Start, stop or change your contributions to the Retirement and Savings Plan (RSP) and the Employee Stock Purchase Plan (ESPP)
- Review balances and claims for your Health Savings Account (HSA) and Flexible Spending Accounts (FSAs)
- Manage your RSP and HSA investments

Wellness: [AECOMwellness.staywell.com](https://aecomwellness.staywell.com) (employees can log in through [myAECOMbenefits.com](https://myaecombenefits.com)), 800.493.5980

- Complete and record wellness activities
- Track your wellness points
- Access health coaching