



Important Websites and Phone Numbers

Employee Benefits Division

keepingLAwell.com
per.empbenefits@lacity.org

213-978-1655

Phone hours:

Monday – Friday,
8:00 a.m. to 4:00 p.m.

City Hall office hours: Visit

keepingLAwell.com/contacts
for availability.

Benefits Service Center

keepingLAwell.com to enroll or make
changes to your LAwell benefits

833-4LA-WELL

(800-735-2922 if hearing
or speech impaired)

Monday – Friday
8:00 a.m. to 5:00 p.m.

*Extended phone hours are provided on Monday,
October 30, and Tuesday, October 31, from
8:00 a.m. to 7:00 p.m.*

Health Plan Member Advocates

Anthem: Monday – Friday
8:00 a.m. to 4:00 p.m.

213-200-2987

Lorena.Gomez@anthem.com

Kaiser: Tuesday – Thursday
8:00 a.m. to 4:00 p.m.

323-219-6704

LACityAdvocate@kp.org

LAwell Program Benefit	Pages	Website	Phone Number
Anthem PPO Anthem HMO (Narrow & Full) Anthem Vivity		anthem.com/ca/cityofla	Anthem PPO: 833-597-2362 Anthem HMO (Narrow & Full): 844-348-6111 Anthem Vivity: 844-348-6110
Kaiser Permanente HMO		my.kp.org/ca/cityofla	800-464-4000
Delta Dental PPO or Preventive Only		deltadentalins.com	800-765-6003
DeltaCare USA DHMO		deltadentalins.com	800-422-4234
Blue View Vision Care		LAwellvision.org	877-635-6403
Support Plus: Employee and Family Assistance Program		liveandworkwell.com/cityofla Access code: CityofLA	800-213-5813
Healthcare Flexible Spending Account (HCFSA)		wageworks.com	877-924-3967
Dependent Care Reimbursement Account (DCRA)			
Transit (TSA) or Parking (PSA) Spending Accounts		wageworks.com	877-924-3967
Standard Insurance Company: Life Insurance, AD&D and Disability Insurance		standard.com/employee-benefits/city-los-angeles	844-505-6025 for general questions 800-843-7979 for evidence of insurability 800-872-1414 for travel assistance File a Claim 844-505-6025 – Disability Insurance 818-386-6216 – Life or AD&D Insurance

Other City Benefit Contacts		
COMMUTEwell Program	LACOMMUTEwell.com	213-978-1634
Deferred Compensation Plan	LA457.com	844-523-2457 (Voya) or 213-978-1601 (Retirement Counselor)
LIVEwell Wellness Program	LIVEwell.la	213-978-1619
Los Angeles City Employees' Retirement System	lacers.org	800-779-8328
EAP for Harbor Employees Only		800-367-7474
City Employees Club of Los Angeles	cityemployeesclub.com	213-620-0388
All City Employees Benefits Services Association	acebsa.org	213-485-2485
City MOUs	cao.lacity.org/mous	213-978-7676

This guide is published by the City of Los Angeles Personnel Department. It provides only highlights of the LAwell program. It does not change the terms of your benefits or the official documents that control them. This guide outlines the insured plan benefits provided by the Insurance Companies whose names and contact information are listed on the Important Websites and Phone Numbers section of this document. Where this guide deviates from the certificate of coverage and summary of benefits produced by the insurance company, the insurance company documents will prevail. Contact the Benefits Service Center for a copy of insurance coverage documents.

By enrolling in, and/or accepting services under the LAwell Plan, you agree to abide by all terms, conditions and provisions stated in this 2024 LAwell Enrollment Guide.

You must notify the Benefits Service Center within 30 calendar days if your covered dependent no longer meets eligibility requirements. If an ineligible dependent has been enrolled, or you fail to report a loss of eligibility event such as divorce, within 30 days, you may be responsible for repayment of the City's portion of the premiums retroactive to the date of ineligibility, as well as the cost of medical services provided to ineligible dependents, to the extent possible under law.

If you fraudulently obtain LAwell program benefits for yourself or your dependents, you will be required to pay any costs of any benefits that were paid on your behalf; you will have your coverage retroactively terminated; and at the sole discretion of the City of Los Angeles, you may also be subject to disciplinary action including but not limited to discharge.