



Ask the experts.

2025

Find a doctor and get medical plan help

Your contact information for medical plan help depends on two things:

- Where you work, or in some cases, which plan you're enrolled in, and
- Which plan administrator serves your area. You'll find yours on the back of your plan ID card.

Location or plan	Plan administrator	Find a doctor	Claims and customer service
Premier, Contribution, Saver	BlueAdvantage Aetna UMR	Aetna, BlueAdvantage, and UMR (through Included Health): 800-941-1384 IncludedHealth.com/Walmart Virtual primary care doctor: One.Walmart.com/VirtualPrimaryCare	BlueAdvantage: 866-823-3790 Aetna: 855-548-2387 UMR: 855-870-9177
Mercy Arkansas Local Plan	UMR	Included Health: 800-941-1384 IncludedHealth.com/Walmart Virtual primary care doctor: One.Walmart.com/VirtualPrimaryCare	UMR: 800-804-1272
Banner Local Plan	Aetna	Included Health: 800-941-1384 IncludedHealth.com/Walmart Virtual primary care doctor: One.Walmart.com/VirtualPrimaryCare	Aetna: 855-548-2387
Hawaii	HMSA Kaiser	HMSA.com : 808-948-6111 KP.org : 800-966-5955	HMSA.com : 808-948-6111 KP.org : 800-966-5955
PPO Plan	Aetna	Included Health: 800-941-1384 IncludedHealth.com/Walmart Virtual doctor visit: Teladoc.com/Aetna	Aetna: 855-548-2387 Teladoc: 800-835-2362

Other benefits topics

If you have questions about...	Website	Phone
Choosing your beneficiaries	One.Walmart.com/Beneficiary	People Services chat now or call: 800-421-1362
Pharmacy benefits	One.Walmart.com/Pharmacy	OptumRx: 844-705-7493
Health Savings Account (HSA) for associates enrolled in the Saver Plan	Learn.HealthEquity.com/Walmart/HSA One.Walmart.com/Saver	HealthEquity: 866-296-2860
Centers of Excellence	One.Walmart.com/COE Contigo Health (hip and knee replacement, spine surgery, weight loss surgery) HealthSCOPE (cancer medical record review, fertility travel, heart surgery e-review, transplants)	BlueAdvantage: 866-823-3790 Aetna: 855-548-2387 UMR: 855-870-9177 Mercy Arkansas Local Plan: 800-804-1272 Banner Local Plan: 855-548-2387 Contigo Health: 877-230-7037 HealthSCOPE Benefits: 800-804-1289 479-621-2830 (transplants)
Digestive health program: All states except Hawaii	One.Walmart.com/Cylinder	Cylinder: 833-336-9488 (For benefit information, call the number on the back of your plan ID card.)
Digital physical therapy program: All states except Hawaii	One.Walmart.com/OmadaHealth	(See back of plan ID card)
Vision plan	One.Walmart.com/Vision	VSP: 866-240-8390
Dental plan	One.Walmart.com/Dental	Delta Dental: 800-462-5410
Short-term disability insurance	One.Walmart.com/ShortTermDisability CA, CO, CT, DC, HI, MA, NJ, NY, OR, RI, WA: For more information about state plans, see the "Full-time hourly short-term disability" section at One.Walmart.com/BenefitsBook	Sedgwick: 800-492-5678
Long-term disability insurance	One.Walmart.com/LongTermDisability	Lincoln: 877-353-6404
Accident and critical illness insurance	One.Walmart.com/Accident One.Walmart.com/Critical	Allstate Benefits: 800-514-9525
Life, accidental death and dismemberment (AD&D), and business travel accident insurance	One.Walmart.com/Life One.Walmart.com/ADD	Prudential: 877-740-2116
Family building support Eligible associates have access to covered adoption and surrogacy benefits, even if they're not enrolled in a Walmart medical plan.	One.Walmart.com/FamilyBuilding One.Walmart.com/LifeWithBaby	Call your health plan administrator at the number on the back of your plan ID card.

Other benefits topics (cont.)

If you have questions about...	Website	Phone
My Mental Health Resources Get access to therapy, coaching, and digital tools for a healthier mind—powered by Lyra.	Walmart.Lyrahealth.com	800-825-3555 , available 24/7
Supportiv Anonymous chat-based peer support for all things well-being.	Supportiv.com/Walmart	
ONE@Work Save automatically, spend confidently, and get paid early with ONE@Work.	One.Walmart.com/ONEatWork	People Services: chat now or call 800-421-1362
AiRCare Get personalized support for your mental health and emotional well-being.	One.Walmart.com/AiRCare	Phone: 866-307-2081
Help Now Call Help Now for personalized support to navigate resources for everyday life.	One.Walmart.com/HelpNow	Phone: 855-4HLPNOW (855-445-7669)
Fitness Pass Get access to thousands of gyms through payroll-deducted membership.	One.Walmart.com/FitnessPass	Fitness Pass: 833-236-0181 Monday-Friday 8 a.m.-8 p.m. ET
Fresh Tri Eat better, manage stress, move more, and think positively with the Fresh Tri app.	One.Walmart.com/FreshTri	
Helpr Caregiving support for children, adult dependents, and elders. (Sam's Club hourly frontline associates only)	Coming in October 2024	Coming in October 2024
myAgileLife - Master the skills to lose weight, cope with stress, or live a healthier lifestyle with text message-based coaching. - Manage your diabetes and save on prescription medications	One.Walmart.com/HealthyLiving One.Walmart.com/Diabetes	myAgileLife: 855-955-1905 , Available Monday-Friday 9 a.m.-6 p.m. CT
Quit tobacco Get the tools you need to quit tobacco for good with Kick Buts.	One.Walmart.com/QuitTobacco	Kick Buts: 855-955-1905 , Available Monday-Friday 9 a.m.-6 p.m. CT
Thrive Make better choices, and after 21 days, share your story for a chance to win a share of \$1 million dollars.	One.Walmart.com/Thrive	
Twin Health Diabetes and metabolic management	Learn more in 2025	Learn more in 2025

Other benefits topics (cont.)

If you have questions about...	Website	Phone
Walmart 401(k) Plan Save for retirement, and when eligible, Walmart matches each dollar you contribute up to 6% of your pay.	Benefits.ML.com One.Walmart.com/401k	Merrill: 888-968-4015
Associate Stock Purchase Plan Buy Walmart stock and receive a 15% match on the first \$1,800 you contribute (\$270 maximum per plan year) April–March.	Computershare.com/Walmart One.Walmart.com/ASPP	ComputerShare: 800-438-6278 Associates who are hard of hearing: 800-925-9245
PTO and other benefits information	One.Walmart.com/PTO One.Walmart.com/Benefits	People Services: chat now or call: 800-421-1362