

**U. S. Steel Benefits Service Center (BSvC) Numbers**

Local: 412-433-5790  
Toll Free: 1-877-877-4586

**U. S. Steel General Mailing Address**

United States Steel & Carnegie Pension Fund  
600 Grant Street, Room 1681  
Pittsburgh, PA 15219

**Fax Number**

BSvC: 412-433-4886

**Company Email Address**

[BenefitsServiceCenter@uss.com](mailto:BenefitsServiceCenter@uss.com): Benefit questions for employees and retirees

**Payroll (Pittsburgh Office)**

U. S. Steel Corporation  
Payroll Administration  
1509 Muriel Street, MS 10  
Pittsburgh, PA 15203  
FAX: 412-433-1747

**HEALTH INSURANCE NUMBERS**

**AETNA RETIREE CONTACT INFORMATION (MON – FRI 8 AM – 8 PM EST)**

**Aetna Pre-Medicare USW Plan Retirees**

Member Services (claims and benefits information)	1-800-308-8787
RX Member Services	1-888-792-3862
Billing and Premium Information	1-877-422-3862
Number for Provider to Call	1-888-632-3862

**NOTE** that the General Member Services Number for Aetna (1-877-422-3862) is also known as the New Albany Service Center.

**Aetna Medicare USW Plan Retirees**

Member Services (claims and benefits information)	1-877-422-3862
RX Member Services	1-888-792-3862
Billing and Premium Information	1-877-422-3862
Number for Provider to Call	1-800-624-0756

**NOTE** that the General Member Services Number for Aetna (1-877-422-3862) is also known as the New Albany Service Center.

**Aetna - My Advocate Program**

Premium Assistance/Low Income Subsidy	1-800-804-9707
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## OTHER GENERAL NUMBERS

Aetna Accident & Critical Illness Coverage (2018) Claims	1-888-772-9682
Aetna Medical Active Employees	1-800-308-8787
Bswift Active Employee Billing Customer Service	1-866-365-2413
CMS (Centers for Medicare & Medicaid Services)	1-877-267-2323
COBRA (bswift effective 1/1/2018)	1-866-365-2413
Davis Vision	1-800-401-2581
Department of Labor (DOL)	1-800-366-4628
EAP (LifeMatters)	1-800-634-6433
ESI (Express Scripts)	1-800-287-4508
Ethics Hot Line	1-800-288-1307 <a href="http://www.ussteel.com/corp/EthicsLine">http://www.ussteel.com/corp/EthicsLine</a>
Fidelity (starting point for Spanish)	1-800-587-5282
Fidelity USS Dedicated Line	1-866-395-4877
Global Service Desk (GSD)	Toll-Free: 1-800-552-2730 Local: 412-433-1574
Highmark Active Employees	1-800-245-6642
ID Badges (USS)	412-433-2804
IRS (including W4-P Questions)	1-800-829-1040
IRS for an Estate Number	1-800-829-4933
Job Hotline (USS)	412-433-4443
Kaiser – California ONLY (Member Services, Billing Inquiries) 8am-8pm M-Sun	1-888-241-1457
Livongo Diabetes Management	1-800-945-4355
Medical Department (USS)	412-433-6663
Medicare	1-800-633-4227
Pace and PaceNet	1-800-225-7223
Payflex (7a-7p CT M-F & 9a-2pm CT Saturdays)	1-844-729-3539
PBGC (Pension Benefit Guaranty Corporation)	1-800-400-7242
SOAR (Steelworkers Organization for Active Retirees)	412-562-2575
Social Security	1-800-772-1213
Steelworkers Pension Trust (SPT) – Gemgroup	1-800-848-1953 (option 1) <a href="mailto:sptmembers@gemgroup.com">sptmembers@gemgroup.com</a>
United Concordia (UCCI)	1-800-332-0366
Verify Advantage (was Verify Direct)	1-866-894-7687
Verify Advantage - Fax #	1-877-220-6221
Workers' Comp (IDM)	1-866-760-1938 Select Workers' Comp Option

**METLIFE INSURANCE NUMBERS**

RETIREE: Report of Death, Address/Beneficiary Change and Billing	1-855-877-3500
EMPLOYEE and RETIREE: Beneficiary Information	1-855-877-3500
UNION and NON-UNION EMPLOYEE: Statement of Health and Conversions	1-800-638-6420
MetLife Online Support Center (Single Sign On (SSO))	1-877-963-8932
MetLife Auto/Homeowners Insurance	1-800-438-6381
MetLife Accident/Critical Illness Coverage - Questions	1-800-607-3366
MetLife Claims	1-866-626-3705