

Benefits support and resources for those impacted by Hurricane Ida



Supporting the health and safety of our colleagues and their families in the wake of Hurricane Ida is our top priority. Listed below you'll find details about how your bp benefits and providers can help you and your family.

Your health

Aetna* – Call Aetna Member Services at 800 443 2386 with questions about your coverage. Access personalized support for a variety of medical needs by calling the Aetna Enhanced Concierge at 866 436 2606.

Teladoc – You can receive non-emergency medical care whenever and wherever you need it with Teladoc. Teladoc provides access to a network of board-certified doctors by web, phone or mobile app. To get started, visit teladoc.com or call 855 220 4585.

Express Scripts* – For lost or damaged prescriptions that need replaced, contact Express Scripts at 800 216 6506.

VSP Vision Plan – If you have lost or damaged eyewear, or do not have vision coverage, call VSP at 800 877 7195.

ID cards – Log on to [LifeBenefits](#) to download a copy of your ID directly from each benefit provider's site.

BP Care – Our employee assistance program has resources and information available by calling 800 409 3687 or [online](#) (Company Code: BP).

Bright Horizons Back-Up Care – Access quality temporary child or adult/elder care through Bright Horizons when your regular care arrangements are unavailable. You are eligible for 15 days of back-up care per calendar year. [Learn more](#).

Liberty Mutual – If you need to file a claim, the fastest and easiest way is online at libertymutual.com/bp or through the [Liberty mutual mobile app](#). You can also reach claims service representatives by phone at 800 225 2467.

*To access these services, you must be enrolled in the Health+Savings, HealthPlus or Standard PPO medical plan options.

MetLife Auto & Home Insurance – Claim resources and updates are available 24/7 via phone or online. To report property damage losses, call 800 854 6011 or email MET_CAT@metlife.com. For auto and home flood policy claims, visit metlife.managemyfloodingpolicy.com or call 877 254 6819.

MetLife Legal Plans – Attorney document review and consultation services are available at no-cost through the MetLife Legal Emergency Response Legal Assistance until December 31, 2021. Services include reviewing documents related to federal aid and insurance claims to answering questions about damaged property for renters or homeowners. To access services, call 800 821 6400 to speak to a MetLife Legal Plan representative, Monday – Friday, 8am – 8pm Eastern time. You will need to:

- Identify bp as your employer
- Mention services through the Emergency Response Legal Assistance
- Provide the last four digits of your Social Security Number or employee number

Your finances

bp Retirement Services at Fidelity – If you need additional funds to cover unexpected expenses from Hurricane Ida, one option available to you is a [hardship withdrawal](#) from your BP savings plan account. Due to IRS rules, this would be subject to a 10% penalty. To learn more, contact bp Retirement Services at Fidelity at 877 272 3334.

PwC– PwC provides employees with free disaster recovery financial planning support. This includes guidance on applying for FEMA and support with filing insurance claims. PwC financial counselors are available at 866 237 6165.