

U.S. Benefits Service Center
800-253-1273

For questions on:

Medical, Prescription Drug, Dental Vision & Life Insurance
Hours of operation - Monday – Friday 9:00 a.m. to 4:00 p.m. CST

KEY PHONE NUMBERS AND WEBSITES

VENDOR	COVERAGE	WEBSITE	PHONE
My Personal Benefit Resource	Your source to help you make informed choices	www.myCNconnect.com	
Aetna (UHC Participants)	Dental		877-277-3368
Blue Cross/Blue Shield of Illinois	Medical	www.bcbs.com	866-219-8513
Blue Cross/Blue Shield of Illinois	Dental	www.bcbs.com	800-367-6401
Caremark	Prescription Drug	www.caremark.com	800-838-5346
Cigna	EAP (Employee Assistance Program)	www.cignabehavioral.com	800-554-6931
CN Retirement Center	Retirement questions		800-626-8567
Computershare Investor Services For Enrollment & Modification or Withdrawal & Termination forms	Employee Share Investment Plan (ESIP); employee purchase of CN stock through payroll deduction	www.computershare.com	888-881-3336, Press 9 for Customer Service Administration Service Center 1-800-359-4897, X6545
Fidelity	401k	www.401k.com	800-835-5095
Human Resource Service Center	HR questions		877-399-5421
MedCo (UHC Participants)	Prescription Drug		800-987-5237
MetLife	Life Insurance/LTD		800-310-7770
Railroad Retirement Board (RRB)	Pension	www.rrb.gov	800-808-0772
United Health Care	Medical	www.uhc.com	800-842-9905
WageWorks	Flexible Spending/Dependent Care Account	www.wageworks.com	877-924-3967
Vision Service Plan	Vision	www.vsp.com	800-877-7195