



RESOURCE GUIDE — 2025

WELLBEING

Wellness Team

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scan
QR code



Wellness Incentive Program

Members earn Wellness Watts by completing health-related tasks and could receive cash incentives and/or wellness hours as a reward for the following plan year. For more information and to register go to:

www.oucwellbeing.com

Gyms - Free gym at Reliable Plaza, Gardenia, Pershing, Stanton. **Employees must sign Health & Wellness Facility Waiver in OUCareer**
<https://ouc.csod.com/>

Wellbeing Coach (onsite & telephonic)

Individualized goal-driven support, healthier eating & physical activity planning, disease prevention, referrals

Natalie Smit

OUCcoach@healthdesigns.net

OUC360

OUC specific employee site. Find out what's happening at OUC!
<https://ouc360.com/employees>

BENEFITS

Benefits Team

HR Benefits Support

407-434-2284

Fax: 407-434-5003

benefits@ouc.com

AETNA SERVICES

Member Advocate

Medical-Dental-Vision Pharmacy
Claims & Coverage

Diana Donadel

561-724-1399

Fax: 877-559-7707

OUCAetnaRep@aetna.com

General Support

Medical-Dental-Vision
866-253-0659

www.aetna.com

Resources for Living - EAP

Financial, Legal, Counseling,
Peer Groups, Talkspace,
Other Services.

24/7 Confidential Support

800-272-7252, TTY: 711

www.resourcesforliving.com

Login: OUC / Password: OUC

24/7 Aetna Nurse Line

Talk to a registered nurse

800-556-1555 (TTY: 711)

Teladoc Health – Virtual Care Visit

24/7 Virtual care via video or
audio-only visit Aetna Desktop
or Mobile App: Get Quick Care,
Plan a Visit, No copay for Primary
Care! 1-855-Teladoc (835-2362)
www.teladoc.com/aetna

HEALTH MANAGEMENT PROGRAMS

Thrive - Diabetes Care Program

Partnership with AdventHealth

407-303-2720 - cfd-s.diabetes.careprogram@adventhealth.com

adventhealthdiabetesinstitute.com

New Day, New Way – Weight Loss Program

Partnership with AdventHealth

407-303-2822

Code: OUCNDNW

Maternity Program

Maternity support

800-CRADLE-1

(800-272-3531)

[https://health.aetna.com/
healthprograms/maternityenroll](https://health.aetna.com/healthprograms/maternityenroll)

FMLA/DISABILITY

Matrix

866-533-3438

www.matrixabsence.com

FINANCIAL PROGRAMS

Inspira (Formerly Payflex) -

FSA-Health & Dependent Care,
HRA 844-729-3539

<http://www.inspirafinancial.com/>

Fidelity Investment

Defined Contribution (DC)

Plan, Deferred Compensation
Plan (457b), or Supplemental
Retirement Plan

Gene Varela & JT. Carpenter

800-642-7131

Text* TALK to 343898

www.fidelity.com/atwork