



# RESOURCE GUIDE – 2026

## WELLBEING

**Wellness Team**  
**Jessica Puentes**  
407-274-2260  
[Wellbeing@ouc.com](mailto:Wellbeing@ouc.com)

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: [oucwellbeing.com](http://oucwellbeing.com)  
Connection Code for App: OUC

**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](mailto: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](mailto:benefits@ouc.com)

## AETNA SERVICES

**Member Advocate**  
Medical-Dental-Vision Pharmacy  
Claims & Coverage  
**Amy Gephart**  
239-940-7103  
Fax: 877-559-7707  
[OUCAetnaRep@aetna.com](mailto:OUCAetnaRep@aetna.com)

### General Support

Medical-Dental-Vision  
866-253-0659  
[aetna.com](http://aetna.com)

### Resources for Living - EAP

Financial, Legal, Counseling,  
Peer Groups, Talkspace,  
Other Services.  
24/7 Confidential Support  
800-272-7252, TTY: 711  
[resourcesforliving.com](http://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)  
[teladoc.com/aetna](http://teladoc.com/aetna)

## HEALTH MANAGEMENT PROGRAMS

**Thrive - Diabetes Care Program**  
Partnership with AdventHealth  
407-303-2720 - [Thrive - Diabetes Care Information | AdventHealth Diabetes Institute](#)

### New Day, New Way – Weight Loss Program

Partnership with AdventHealth  
407-303-2730  
Code: OUCNDNW  
[New Day, New Way: Transform Your Lifestyle | AdventHealth Diabetes Institute](#)

### Maternity Program

Maternity support  
800-CRADLE-1 (800-272-3531)  
<https://health.aetna.com/healthprograms/maternityenroll>

## FMLA/DISABILITY

**Matrix**  
866-533-3438  
[matrixabsence.com](http://matrixabsence.com)

## FINANCIAL PROGRAMS

**Inspira (Formerly Payflex) -**  
FSA-Health & Dependent Care,  
HRA 844-729-3539  
[inspirafinancial.com](http://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  
[fidelity.com/atwork](http://fidelity.com/atwork)