



RESOURCE GUIDE — 2026

WELLBEING

Wellness Team

Jessica Puentes

407-274-2260

Wellbeing@ouc.com



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
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

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

Amy Gephart

239-940-7103

Fax: 877-559-7707

OUCAetnaRep@aetna.com

General Support

Medical-Dental-Vision
866-253-0659

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

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

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

FINANCIAL PROGRAMS

Inspira (Formerly Payflex) -

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

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