

HRSA-ILA Interactive Voice Response System

**Dial
757-423-3090** → **MAIN
MENU**

When you call **757-423-3090** you will reach the HRSA-ILA Interactive Voice Response System. Use this map to navigate.

Press 1 to get the following **personal information** on file about you and to make changes.

Press 1 to hear payroll withholding and deductions.

1 Request a Payroll Tax Form.

2 Request a Payroll Deduction Form for voluntary annually.

Press 2 to hear **beneficiary** and to make a change.

1 Request a Beneficiary Designation Form.

Press 3 to hear your **current address** for correspondence and benefits and to make a change.

1 Residence Address.

2 Payment Address.

3 Request Change of Address Form.

Press 4 to change your PIN number.

Need to speak to an HRSA-ILA Participant Services Clerk?
Call the main phone number **757-457-7090** and you will be connected.

Press 2 to review your **work history** for current or previous year.

Press 1 for **current contract year work history**.

1 Work hours reported by employers.

2 Days or Workman's Compensation or Short Term Disability payments.

Press 2 for the **previous contract year work history**.

1 Work hours reported by employers.

2 Days or Workman's Compensation or Short Term Disability payments.

Press 3 to request a **current year detail history** be mailed to you.

1 HRSA-ILA and MILA health coverage and insurance information.

2 Review accrued Pension Benefits.

3 Review Vacation & Container Benefit Eligibility.

Press 3 to review your **eligibility status** for HRSA-ILA and MILA Benefits.

Press 1 if you are an **Active Member**.

1 Review Medicare Information.

2 HRSA-ILA & MILA health coverage & insurance info.

3 Pension.

Press 2 if you are a **Retired Member**.

1 Request a Change of Address Form.

1 Dental and Vision eligibility and contact information.

2 CIGNA Medical, Prescription, and Mental Health eligibility and contact information.

3 Life Insurance Death Benefit.

4 Short Term Disability Weekly Benefit.

1 Pension service & eligibility.

2 Request a Pension Estimate.

3 Request a Pension 45-year Work History.

1 Current-year earned V & H benefits & payment election.

2 Current-year Container Benefit eligibility.

1 Dental & Vision eligibility and contact information.

2 CIGNA Medical, Prescription, & Mental Health eligibility and contact information.

3 Life Insurance Death Benefit.