

# Chicago Benefits Office



The Chicago Benefits Office is responsible for the administration of medical, dental and related benefit programs for all eligible City of Chicago employees, annuitants and their eligible dependents.

## **Benefits Service Center**

[www.cityofchicagobenefits.org](http://www.cityofchicagobenefits.org)

1-877-299-5111

8 am - 5 pm Monday - Friday CST

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The Department of Finance - Chicago Benefits Office is now located at 2 N. LaSalle St., Suite 1240.

Appointments are required to meet with Chicago Benefits Office staff. To request an appointment, visit the Chicago Benefits Office website, [www.cityofchicago.org/benefits](http://www.cityofchicago.org/benefits) (screenshot below) and submit a request via the Benefits Questions and Inquiries link. A representative will contact the employee (or their dependent) to schedule an in-person appointment.

**Enrollment and dependent eligibility documentation may be submitted online, mail, or fax. Employees are not required to submit documents in person at the Chicago Benefits Office.**

**EMPLOYEES ARE STRONGLY ENCOURAGED TO USE THE OPTIONS BELOW BEFORE SCHEDULING AN IN-PERSON APPOINTMENT.**

- Contact the Benefits Service Center (BSC) at **1-877-299-5111** for immediate assistance. The BSC call center's hours of operation are Monday through Friday (except holidays), from 8:00 am to 5:00 pm C.T.
- Employees may enroll, change benefits, and submit dependent eligibility documents at [www.cityofchicagobenefits.org](http://www.cityofchicagobenefits.org).
- Employees may also send dependent eligibility documents via secure fax to **1-412-235-6797** or mail the documents to **the City of Chicago, Benefits Service Center, P.O. Box 534077, St. Petersburg, Florida 33747-4077.**