

How to Contact 1-800 MY DELTA

- A. Dial 1-800 MY DELTA (1-800-693-3582). For international access: 1-404-677-8000.
- B. Press **1** for Travel Line for flight listings and availability.
- C. Press **2** if you are a Delta employee, retiree or survivor.
- D. Enter your PPR (9-digit Passport ID/Delta employee number) and press, **#**
- E. Enter your 4-digit birth month and day (mm/dd) and press, **#**
- F. Select the desired topic from the following list:

	Press		Press
Speak to a provider (Fidelity, SHPSCOBRA, UHC etc.) _____	1	ESS or MSS tool assistance _____	6
Insurance & dependent eligibility, including travel dependents _____	2	Severance, termination, or voluntary leave _____	7
Pass travel related questions _____	3	Employment verification _____	8
Payroll or time and attendance _____	4	Other benefits _____	9
Retirement _____	5		

Contact 1-800 MY DELTA via email at esc.delta@delta.com. Allow up to 5 business days for a response.

ESC hours: Mon-Fri 8am to 5pm, Eastern Standard Time, except holidays.

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1-800 MY DELTA Submenu Prompts

Speak to a Provider

- Press 1-** Medical benefits and claim status (UHC, DALRC, BC/BS- PRIOR TO 2010, all others)
2- Dental benefits and claim status (Delta Dental, Cigna, MetLife -PRIOR TO 2010, all others)
3- Vision benefits and claim status (Davis Vision, UHC, all others)
4- COBRA managed by SHPS
5- Disability or workers compensation
6- Fidelity (401k)
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Retirement

- Press 1-** Pension benefit
2- Retiree insurance
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Pass Travel

- Press 1-** TravelNet logon assistance
2- Travel dependents assistance
3- Travel billing, employee award travel, all other

Other Benefits

- Press 1-** Adoption assistance
2- Employee Care Fund
3- Expatriate or relocation