

# DC 37 at your service



## Grievances

For grievances and job-related problems, see your shop steward or chapter chairperson, or call:

Blue Collar — 212-815-1010

Clerical-Administrative — 212-815-1020

Hospitals — 212-815-1030

Professional — 212-815-1040

Schools — 212-815-1050

White Collar — 212-815-1060



## Health and Security Benefits

Information on coverage and how to apply for all Health and Security benefits, including **drug, optical, disability** and **dental** benefits, may be obtained by calling the Benefit Information Section at 212-815-1234 or by visiting Room 300.

Be sure to have the member's Social Security number handy when you call.

**Forms and optical vouchers only:** Call 212-815-1531.

**Death benefits:** Call 212-815-1373 or -1374.

**Hearing-impaired:** If you have a teletypewriter, call 212-815-1266 for info or forms.

**Retirees outside the N.Y.-N.J.-Conn. area, call 1-877-323-7738 toll free.**



## Annuity Fund

For information on the DC 37 AFSCME Annuity Fund, including procedures to follow and forms to use, call 212-815-1888.



## Health Insurance, Pension, Med-Team, HIP, GHI

For information about health insurance coverage (DC 37 Med-Team, GHI, etc.), aid in resolving claims problems and general information on pension issues, call 212-815-1200 or come to the Health and Pension Services Unit in Room 314.

For computation of individual pension benefits, call 212-815-1200 and schedule an appointment six months before your date of retirement.



## DC 37 Med-Team

DC 37 Med-Team offers members and retirees a wide range of hospital and medical benefits, with a wide choice of primary care physicians and specialists throughout the five boroughs, Nassau and Suffolk counties and elsewhere in New York State. Call 212-815-1313.



## Podiatry Service

The DC 37 Podiatry Service (foot care) is offered at 115 Chambers St., NYC 10007 (212-766-4455) and at 186 Joralemon St., Brooklyn, N.Y., 11201 (718-625-2544). For members only.



## Personal Service Unit

Professionally trained social work staff can help with emotional and family concerns, alcoholism, drug abuse, health problems and adjustment to retirement.

Information is available on a wide range of social services in the community. Short-term individual and group counseling is available. Call 212-815-1260, 9 a.m. to 1 p.m., for a screening evaluation.



## Audiology Service

The DC 37 Audiology Service (for hearing problems) is now located at the DC 37 Health Center, 115 Chambers St. in Manhattan. Members only. Included are audiologic evaluations by an audiologist and, if necessary, a hearing aid.

For an appointment call 212-791-2126 from 9 a.m. to 4 p.m., Monday to Friday.



## Family Dental Centers

The DC 37 Family Dental Centers are at two locations: 186 Joralemon St. in downtown Brooklyn (ZIP 11201) and 115 Chambers St. in Manhattan (ZIP 10007). Both offer comprehensive dental care to members and eligible dependents and are open Monday through Saturday.

For appointments, call: Manhattan at 212-766-4440 or Brooklyn at 718-852-1400.



## Vision Center

The DC 37 Vision Center is located at 115 Chambers St. in Manhattan (ZIP 10007). The center can be used by members and their eligible dependents.

The standard optical benefit provides an eye exam, lenses and frames, if necessary, every two years. Available at DC 37 Vision Center and at participating optical centers.

Only at the DC 37 Vision Center are you also entitled to an eye examination — and new lenses, if necessary — 12 months after receiving your standard benefit.

Appointments at the DC 37 Vision Center can be made by calling 212-766-4452, 10 a.m. to 3 p.m., beginning the last Monday of each month and each subsequent day until all appointments are booked for the next six-to-eight-week period. Appointments cannot be made before your eligibility date.

If you decide to choose from the list of participating vision providers other than Chambers St. call 212-815-1531 to request a voucher.



## Surgical Consult/ NYC Healthline: Hospital pre-admission and medical requirements

**GHI members:** Employees and Medicare-ineligible retirees who are enrolled in EBCBS, GHI-C or GHI-CBP must call the city's NYC Healthline prior to any non-emergency hospitalization and if outpatient surgery at a hospital or surgical center is scheduled.

In addition, if your doctor schedules certain non-emergency procedures in his/her office, you must call Healthline prior to the procedure being performed.

Such procedures include any surgery of the foot, nose, eye, tonsils, adenoids, breast or knee and any procedure to correct a hernia or varicose veins. The Healthline phone number is 800-521-9574.

**DC 37 Program:** Members of any health plan can get a second opinion at no cost for any elective surgery from the DC 37 Second Surgical Opinion Program at 212-815-1355.



## Safety

To report serious accidents, unsafe or unhealthy working conditions or to request workplace inspections, call your union rep (see Grievances). For occupational safety and health information and training schedule, call 212-815-1685.



## Membership Records/ Change of Address

If you have recently moved, changed your mailing address, lost your union card, or are not sure whether you are a member or agency fee payer, or which local you belong to, call 212-815-1570.



## Members with Disabilities

Hearing-impaired members with a teletypewriter can call 212-815-1266 for information on Health and Security Plan benefits and forms.

If you know any hearing-impaired members who are not aware of this service, please inform them.



## Legal Services

Lawyers will advise and represent you on covered personal legal problems, if you are eligible for DC 37's legal services plan, MELS. Social workers are available for counseling and personal concerns related to the legal problem. If you are a member of Local 371 or Local 375, see below.

Legal assistance is available in the following matters: wills; consumer problems; eviction;

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## DC 37 at your service



### Legal Services (Contd.)

divorce; debt, including bankruptcy; citizenship; problems arising from claims for government benefits; review of contracts or legal documents related to covered matters; credit ratings; public utilities.

If you are a full-time employee or a retiree, you can also get legal assistance in buying or selling your one-family residence and in family court matters. Job-related matters are not covered.

Call 212-815-1111 to check on your eligibility and coverage and make an appointment with a lawyer. Have your Social Security number handy.

**Local 371:** Members of Social Service Employees Union are covered by the local's Legal Services Fund, 817 Broadway, New York, NY 10003. Call 212-777-9000.

**Local 375:** Members of the Civil Service Technical Guild are covered by the local's Professional Employees Legal Services, 125 Barclay St., 6th floor, New York, NY 10007. Call 212-815-7530.



### Affordable Mortgage Program

The DC 37 Affordable Mortgage Program helps members secure loans from JP Morgan Chase Bank. The program helps with mortgages for coops, condos, 1-6 family properties, home equity loans and mortgage refinancing at special discounted rates and benefits available to DC 37 members.

You must attend a seminar to find out the advantages of this program, begin the process toward home ownership, and be eligible for discounts.

To reserve a seat, call 212-815-1814 weekdays, 9:30 a.m. to 4:30 p.m.



### Union Credit Card

The AFSCME MasterCard charges interest at 5 percent above the prime lending rate. There is no annual fee.

To obtain an application form, members and retirees should call 800-522-4000.

The card is now issued by the Household Bank (Nevada) N.A. If you apply and there is no response within four weeks, call the bank toll free at 800-651-5108 to check on the status of your application.

Written questions can be sent to the Union Privilege MasterCard Program, P.O. Box 80027, Salinas, CA 93912-0027.

You can also get information about the benefits of this card and apply for it online at [www.unionpluscard.com](http://www.unionpluscard.com).

If the bank denies you a card, you can call the bank for a re-evaluation.

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### Union Credit Card (Contd.)

Members who feel they were declined because of an error in their credit report can get help from the union's Legal Services (see listing).



### Quality of Work Life

If your agency has a joint labor-management Quality of Work Life Committee and you wish to speak to your union coordinator, call 212-815-1585.



### Education

General info: 212-815-1700.

Hotline: 212-815-1650.

E-mail: [edfund@dc37.net](mailto:edfund@dc37.net).

#### Programs offered:

- Dyslexia Program
- Mandarin Chinese
- High School Equivalency Exam Preparation
- College Preparation
- English for speakers of other languages
- American Sign Language
- Spanish for the Workplace
- English Grammar Review
- Learning Lab
- Speedwriting
- Introduction to Computers
- Microsoft Word 2000
- Microsoft Excel
- Microsoft PowerPoint
- The Internet: A Research Tool
- Allied Health Programs
- Career Counseling
- Civil Service Exam Preparation
- Shop Steward Training
- Tuition Reimbursement
- Library
- Saturday activities
- DC 37 Campus of The College of New Rochelle 212-815-1710.



### Retirement

Call for information —

**Pensions, pension counseling**

**and health insurance:** 212-815-1200

**GHI, HIP, Blue Cross:** 212-815-1200

**Dental, Drug, Optical, Podiatry:**

212-815-1234

**Educational activities:** 212-815-1683

**The Retirees Association of District Council 37** represents retirees in maintaining and improving their pensions and health services. E-mail: [retassn@dc.37.net](mailto:retassn@dc.37.net).

Most local unions pay your first year's dues after joining. Inquire from your local or phone 212-815-1781, or come to Room 980.

The association's office is open from 10 a.m. to 3 p.m., Monday to Thursday.

Outside the tri-state (N.Y., N.J. and Conn.) metropolitan area, call toll-free 877-323-7738 for benefit information.



### DC 37 Website

[www.dc37.net](http://www.dc37.net)

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All of these programs are at DC 37,  
125 Barclay St., New York, NY 10007,  
unless stated otherwise.