

# Contact Quick Reference



**Melissa King**  
Account Manager



[melissa.king@MyMidAmerica.com](mailto:melissa.king@MyMidAmerica.com)



(813) 533-4723  
(813) 435-2143 (fax)

From the beginning of your relationship with MidAmerica, Melissa will ensure that your expectations are met, and that your plan is implemented smoothly, with minimal disruption to your day-to-day.

As your Account Manager, Melissa will serve as your main point of contact for all plan-related questions and service needs. This includes working on any administrative or contribution inquiries you may have.

## Customer Service Hours

Monday through Thursday, 8:30 am- 8 pm ET  
Friday, 8:30 am - 6 pm ET

## Customer Service

Special Pay Plans: (855) 329-0097

HRA/FSA: (855) 329-0095

FICA Alternative: (800) 430-7999

APPLE Plans: (800) 634-1178

TPA Plans: (866) 873-4240

General: [accountservices@MyMidAmerica.com](mailto:accountservices@MyMidAmerica.com)

HRA/FSA: [healthaccountservices@MyMidAmerica.com](mailto:healthaccountservices@MyMidAmerica.com)

## TPA Contributions & Data

[403bTPA@MyMidAmerica.com](mailto:403bTPA@MyMidAmerica.com)

## Contributions & Data (all other plans)

[contributions@MyMidAmerica.com](mailto:contributions@MyMidAmerica.com)

## Claims

[claims@MyMidAmerica.com](mailto:claims@MyMidAmerica.com)

## MidAmerica Address

402 S. Kentucky Avenue, Suite 500  
Lakeland, FL 33801

## Contributions Address

P.O. Box 24957  
Lakeland, FL 33802

