

Making a counseling appointment

- Phone the contact center at the number above. You will be directed to a Member Services receptionist who will schedule your appointment.
- You will need to give the receptionist some basic information such as your Social Security number in order for the counselor to prepare the documents you have requested. TRS members need to supply their sick leave days.
- Appointments are for 30 minutes with one counselor.
- If you need to see more than one counselor such as PEEHIP and/or RSA-1 counselor, appointments will be for 45 minutes to one hour.
- If possible, complete your forms before you come to your appointment. Forms can be downloaded from our Web site. When you are scheduling your appointment, you can also ask Member Services to send you the proper forms. Forms will also be available in the Member Services waiting room.
- A computer will be available in the waiting room for member use.
- When travelling to an appointment from out-of-town, be sure you leave yourself enough time to drive to Montgomery and find the RSA Headquarters building.

Take advantage of Member Services' personalized assistance concerning your retirement and health care benefits by contacting the new Member Services Contact Center at 877-517-0020 or 334-517-7000.