

Contacting PERS

You can now contact all PERS departments and businesses – Member Services, Employer Services, the Oregon Savings Growth Plan, PERS Health, and Accounts Receivable – with one phone number: 888.320.7377. Once you call, you can easily navigate to the department you want:

- For all departments except PERS Health – press 1
 - PERS Member Services – press 1
 - Retiree – press 1
 - Withdrawal Info – press 2
 - Specialty Qualifications (death, divorce, disability) – press 4
 - PERS Employer Services – press 2
 - For an Employer Services representative – press 1
 - Oregon Savings Growth Plan – press 3
 - Next available agent – or * to leave a voicemail
 - PERS Accounts Receivable – press 4
 - Available agent
- For PERS Health – press 2
 - This will connect you directly to PERS Health
- To use the ‘spell by name’ directory – press 3
- If you know your party’s extension – enter it now
- No selection made – you will be transferred to Reception

These changes provide better tracking of our calls to help ensure consistent and accurate communications. And, we can better align staff to support ‘spike events’ to answer your calls in a timely manner.