



## Egyptian Area Schools Employee Benefit Trust Covered Members Communication Guide

**Important – Please Read:** The following is a communication guide for covered members. All of the following information is also contained on the ID card issued by the vendor partner noted below. We request members use this guide to contact the appropriate vendor or provider of service. HealthSCOPE Benefits only submits enrollment to the voluntary carriers and cannot respond to inquiries concerning those programs benefits, this will only result in a delay of services to the Member.

Program	Subject Matter	Contact/ Partner Name	Phone	Website
Health Plans	Member questions concerning: *Health Plan Benefits *Pre-certifying services *Request Health Plan ID cards *Find a network provider *Any other health plan related questions	HealthSCOPE Benefits	800-397-9598	<a href="http://www.egtrust.org">www.egtrust.org</a> <a href="http://www.healthscopebenefits.com">www.healthscopebenefits.com</a>
Pharmacy	Member questions concerning: * <b>Any Pharmacy</b> questions including: * Benefits * Eligibility * Prescription Drug Plan * Claim questions * Find a network provider	Express Scripts	800-706-1754	<a href="http://www.egtrust.org">www.egtrust.org</a> <a href="http://www.express-scripts.com">www.express-scripts.com</a>
		Accredo (specialty pharmacy)	877-222-7336	
Voluntary Dental	Member questions concerning: * <b>Any Dental</b> plan questions including: * Benefits * Eligibility * Claim questions * Find a network provider	Ameritas	800-487-5553	<a href="http://www.egtrust.org">www.egtrust.org</a> <a href="http://www.ameritas.com">www.ameritas.com</a>
Voluntary Vision	Member questions concerning: * <b>Any Vision</b> plan questions including: * Benefits * Eligibility * Claim questions * Find a network provider	EyeMed	866-804-0982	<a href="http://www.egtrust.org">www.egtrust.org</a> <a href="http://www.eyemed.com">www.eyemed.com</a>
Basic or Voluntary Life Insurance	Member questions concerning: *Portability or Conversion *Claims Issues *Travel or Beneficiary Resources	Dearborn National Life	800-348-4512	<a href="http://www.egtrust.org">www.egtrust.org</a>