

Covered Members Communication Guide



Important—Please read: The following is a contact list for **covered members**. We request members use this reference to contact the appropriate vendor or provider of service. Failure to contact the appropriate vendor or carrier will result in a delay of services to the member.

Program	Subject Matter	Contact/ Partner Name	Phone	Website
Health Plans	Member questions concerning: <ul style="list-style-type: none"> • Health Plan Benefits • Pre-certifying services • Request Health Plan ID cards • Find a network provider • Any other health plan-related questions 	For Services prior to March 1, 2019		
		HealthSCOPE Benefits	800-397-9598	www.healthscopebenefits.com
		For Services on or after March 1, 2019		
		BCBS of IL	855-686-8517	www.bcbsil.com
Pharmacy	Member questions concerning: <ul style="list-style-type: none"> • Any Pharmacy questions including: <ul style="list-style-type: none"> • Benefits • Eligibility • Prescription Drug Plan • Claim questions • Find a network provider 	For Services prior to March 1, 2019		
		Express Scripts	800-706-1754	www.express-scripts.com
		For Services on or after March 1, 2019		
		Accredo (specialty pharmacy)	877-222-7336	
		For Services on or after March 1, 2019		
		Prime Therapeutics	800-423-1973	www.myprime.com
Voluntary Dental	Member questions concerning: <ul style="list-style-type: none"> • Any Dental plan questions including: <ul style="list-style-type: none"> • Benefits • Eligibility • Claim questions • Find a network provider 	For Services prior to September 1, 2019		
		Ameritas	800-487-5553	www.ameritas.com/group/olbc/egyptianschooltrust
		For Services on or after September 1, 2019		
		BCBS of IL	800-367-6401	www.bcbsil.com
Voluntary Vision	Member questions concerning: <ul style="list-style-type: none"> • Any Vision plan questions including: <ul style="list-style-type: none"> • Benefits • Eligibility • Claim questions • Find a network provider 	EyeMed	866-804-0982	www.eyemed.com
Basic or Voluntary Life Insurance	Member questions concerning: <ul style="list-style-type: none"> • Portability or Conversion • Claim issues • Travel or Beneficiary Resources 	Dearborn National Life	800-348-4512	www.egtrust.org