

# 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"> <li>• <b>Any Health</b> plan questions including:</li> <li>• Benefits</li> <li>• Pre-certifying services</li> <li>• Request Health Plan ID cards</li> <li>• Find a network provider</li> </ul>	<p style="text-align: center; background-color: #008080; color: white; padding: 2px;">For Services on or after March 1, 2019</p> <b>BCBS of IL</b>	855-686-8517	<a href="http://www.bcbsil.com">www.bcbsil.com</a>
Pharmacy	Member questions concerning: <ul style="list-style-type: none"> <li>• <b>Any Pharmacy</b> questions including:</li> <li>• Benefits</li> <li>• Eligibility</li> <li>• Prescription Drug Plan</li> <li>• Claim questions</li> <li>• Find a network provider</li> </ul>	<p style="text-align: center; background-color: #008080; color: white; padding: 2px;">For Services on or after March 1, 2019</p> <b>Prime Therapeutics</b>	800-423-1973	<a href="http://www.myprime.com">www.myprime.com</a>
Voluntary Dental	Member questions concerning: <ul style="list-style-type: none"> <li>• <b>Any Dental</b> plan questions including:</li> <li>• Benefits</li> <li>• Eligibility</li> <li>• Claim questions</li> <li>• Find a network provider</li> </ul>	<p style="text-align: center; background-color: #008080; color: white; padding: 2px;">For Services on or after September 1, 2019</p> <b>BCBS of IL</b>	800-367-6401	<a href="http://www.bcbsil.com">www.bcbsil.com</a>
Voluntary Vision	Member questions concerning: <ul style="list-style-type: none"> <li>• <b>Any Vision</b> plan questions including:</li> <li>• Benefits</li> <li>• Eligibility</li> <li>• Claim questions</li> <li>• Find a network provider</li> </ul>	<b>EyeMed</b>	866-804-0982	<a href="http://www.eyemed.com">www.eyemed.com</a>
Basic or Voluntary Life Insurance	Member questions concerning: <ul style="list-style-type: none"> <li>• Portability or Conversion</li> <li>• Claim issues</li> <li>• Travel or Beneficiary Resources</li> </ul>	<b>BCBS</b>	800-348-4512	<a href="http://www.egtrust.org">www.egtrust.org</a>
Health Plans	For Services prior to March 1, 2019	<b>HealthSCOPE Benefits</b>	800-397-9598	<a href="http://www.healthscopebenefits.com">www.healthscopebenefits.com</a>
Voluntary Dental	For Services prior to September 1, 2019	<b>Ameritas</b>	800-487-5553	<a href="http://www.ameritas.com/group/olbc/egyptianschooltrust">www.ameritas.com/group/olbc/egyptianschooltrust</a>