

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	Vendor	Phone	Website
Health Plans	For any Health plan questions including: <ul style="list-style-type: none"> • Benefits • Precertification/Predetermination • Request Health Plan ID cards • Find a network provider 	BCBS of IL	1-855-686-8517	www.bcbsil.com
Prescription Drugs	For any Prescription questions including: <ul style="list-style-type: none"> • Benefits • Eligibility • Prescription Drug Plan • Claim questions • Find a network provider 	Prime Therapeutics	1-800-423-1973	www.myprime.com
Teladoc	Health plan and voluntary Teladoc participants have 24/7 access to medical consults for common conditions	Teladoc	1-800-DOC-CONSULT 1-800-362-2667	www.teladoc.com
Voluntary Dental	For any Dental plan questions including: <ul style="list-style-type: none"> • Benefits • Eligibility • Claim questions • Find a network provider 	For services on or after September 1, 2021		
		MetLife	1-800-ASK-4MET 1-800-275-4638	www.metlife.com
Voluntary Vision	For any Vision plan questions including: <ul style="list-style-type: none"> • Benefits • Eligibility • Claim questions • Find a network provider 	For services on or after September 1, 2021		
		MetLife	1-855-MET-EYE1 1-855-638-3931	www.metlife.com
Basic or Supplemental Life Insurance	Member questions concerning: <ul style="list-style-type: none"> • Portability or Conversion • Claim issues • Travel or Beneficiary Resources 	BCBS of IL	1-877-442-4207 Option 4	www.egtrust.org
Voluntary Dental	For Services between September 1, 2019 through August 31, 2021	BCBS of IL	1-800-367-6401	www.bcbsil.com
Voluntary Vision	For Services prior to September 1, 2021	EyeMed	1-866-804-0982	www.eyemed.com

If you need contact information for vendors who are no longer listed, please contact us via email at egtrust@healthscopebenefits.com