

# COVERED MEMBERS COMMUNICATION GUIDE



**Important – Please read:** Below 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.

**Note:** Members **must** work with their district contacts to request enrollment or eligibility changes.

Program	Subject Matter	Vendor	Phone	Website
Health Plans	For any Health plan questions including: <ul style="list-style-type: none"> <li>• Benefits</li> <li>• Precertification/Predetermination</li> <li>• Request Health Plan ID cards</li> <li>• Find a network provider</li> </ul>	<b>BCBS of IL</b>	1-855-686-8517	<a href="http://www.bcbsil.com">www.bcbsil.com</a>
Prescription Drugs	For any Prescription questions including: <ul style="list-style-type: none"> <li>• Benefits</li> <li>• Eligibility</li> <li>• Prescription Drug Plan</li> <li>• Claim questions</li> <li>• Find a network provider</li> </ul>	<b>Prime Therapeutics</b>	1-800-423-1973	<a href="http://www.myprime.com">www.myprime.com</a>
Teladoc	Health plan and voluntary Teladoc participants have 24/7 access to medical consults for common conditions.	<b>Teladoc</b>	1-800-DOC-CONSULT 1-800-362-2667	<a href="http://www.teladoc.com">www.teladoc.com</a>
Voluntary Dental	For any Dental plan questions including: <ul style="list-style-type: none"> <li>• Benefits</li> <li>• Eligibility</li> <li>• Claim questions</li> <li>• Find a network provider</li> </ul>	<b>MetLife</b>	1-800-ASK-4MET 1-800-275-4638	<a href="http://www.metlife.com">www.metlife.com</a>
Voluntary Vision	For any Vision plan questions including: <ul style="list-style-type: none"> <li>• Benefits</li> <li>• Eligibility</li> <li>• Claim questions</li> <li>• Find a network provider</li> </ul>	<b>MetLife</b>	1-855-MET-EYE1 1-855-638-3931	<a href="http://www.metlife.com">www.metlife.com</a>
Basic or Supplemental 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 of IL</b>	1-877-442-4207 Option 4	<a href="http://www.egtrust.org">www.egtrust.org</a>

If you need contact information for vendors who are not listed, please email us at [egtrust@healthscopebenefits.com](mailto:egtrust@healthscopebenefits.com).