

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 | <ul style="list-style-type: none"> Health Plan Benefits Precertification/ Predetermination Request Health Plan ID cards Find a network provider | BCBS of IL | 1-855-686-8517 | www.bcbsil.com |
| Prescription Drugs | <ul style="list-style-type: none"> Prescription Drug Plan Benefits Balanced Drug List Claim or network questions | 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 | <ul style="list-style-type: none"> Dental Plan Benefits Eligibility Claim questions Find a network provider | MetLife | 1-800-ASK-4MET 1-800-275-4638 | www.metlife.com |
| Voluntary Vision | <ul style="list-style-type: none"> Vision Plan Benefits Eligibility Claim questions Find a network provider | 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 Legal | <ul style="list-style-type: none"> Legal Plan Coverage Attorney network Set up dependent online access | MetLife | 1-800-821-6400 | www.members.legalplans.com |
| Voluntary Aura (Identity & Fraud Protection) | <ul style="list-style-type: none"> Questions on Coverage Account Information Technical Support | MetLife | 1-844-931-2872 | *Provided after enrollment |

If you need contact information for vendors who are not listed, please email us at egtrust@healthscopebenefits.com.