

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-TELADOC 1-800-835-2362 | www.teladoc.com |
| Voluntary Dental | <ul style="list-style-type: none"> • Dental Plan Benefits • Eligibility • Claim questions • Find a network provider | Delta Dental | 1-800-323-1743 | www.deltadentalil.com |
| Voluntary Vision | <ul style="list-style-type: none"> • Vision Plan Benefits • Eligibility • Claim questions • Find a network provider | Delta Dental | 1-866-723-0513 | www.deltadentalil.com/deltavision |
| 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 |

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