

Member Customer Service Contact List

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 may result in a delayed response 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	• 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	• 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	• Dental Plan Benefits • Eligibility • Claim questions • Find a network provider	Delta Dental	1-800-323-1743	www.deltadentalil.com
Voluntary Vision	• 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: • 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
egtrust@healthscopebenefits.com.