



WHO TO CALL FOR ASSISTANCE

If you direct your calls to the appropriate party, service will be expedited



**When calling any of the following, REMEMBER, you are covered through:
The County Health Pool**

- **Anthem Blue Cross Blue Shield:**
 - Medical/Member Services - 1-866-698-0087; www.anthem.com**
 - ⇒ **To verify if any provider you see and/or facility you use is in the PPO network**
 - ⇒ **To answer any questions about your medical coverage**
 - ⇒ **To verify if you (and your dependents) are eligible under the plan**
 - ⇒ **To see if your medical claims are being processed**
 - ⇒ **To pre-certify hospital stays, certain procedures & specialty care if you use a non Anthem PPO provider/facility**
 - ⇒ **Anytime you use a non-Anthem PPO provider/facility**
- **Prescription Drugs/Member Services -1-866-698-0087; www.anthem.com**
 - ⇒ **To verify if you (and your dependents) are eligible under the plan**
 - ⇒ **To verify if your pharmacy is in the Anthem network**
 - ⇒ **For prescription drug questions**
- **Mail Order Prescriptions – 1-800-962-8192; www.anthem.com**
 - ⇒ **All Mail Order Questions**
- **Anthem Direct Rx Specialty Number for providers – 1-800-870-6419; www.anthem.com**
 - ⇒ **For provider questions concerning injectable/infusion medications that are administered by the provider and not available at retail pharmacies**
- **Dental – 1-800-627-0004; www.anthem.com**
 - ⇒ **To answer questions about your dental coverage**
 - ⇒ **To verify if you (and your dependents) are eligible under the plan**
 - ⇒ **To see if your dental claims are being processed**

- ➔ **Vision Service Plan (VSP): 1-800-877-7195; www.vsp.com**
 - ⇒ **For information about your well vision plan**
 - ⇒ **To verify if you (and your dependents) are eligible under the plan**
- ➔ **County Technical Services, Inc. (CTSI): 303-861-0507 or 1-877-328-2671; www.ctsi.org**
 - ⇒ **For services not addressed above, contact your Benefits Administrator (check with your employer contact to determine which Benefits Administrator serves your location)**