



## 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](http://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](http://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](http://www.anthem.com)**
  - ⇒ All Mail Order Questions
- ➔ **Anthem Direct Rx Specialty Number for providers – 1-800-870-6419; [www.anthem.com](http://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](http://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](http://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](http://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)**