



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: www.anthem.com

Medical / Member Services - 1-866-698-0087 (Mon-Fri, 7:30am-5:30pm)

Provider Services – 1-877-833-5742

Pre-Authorization Review – 1-800-832-7850

Verify if any provider you see and/or facility you use is in the PPO network

Answer any questions about your medical coverage

Verify eligibility under the plan for you and/or your dependents

Inquire about medical claims processing and payment

Pre-certify hospital stays, certain procedures & specialty care if you use a non-

Anthem PPO provider/facility

Coverage While Traveling Outside U.S. – 1-800-810-2583

IngenioRx Pharmacy Member Services -1-833-267-2133 (24/7)

Pharmacists Only – 1-833-296-5039

Mail Order Prescriptions – 1-833-236-6196

Verify eligibility under the plan for you and/or your dependents

Verify if your pharmacy is in the Anthem network

For prescription drug questions

IngenioRx Specialty Number – 1-833-255-0645

For questions concerning injectable/infusion medications that are administered by the provider and not available at retail pharmacies

Dental – 1-855-769-1467 (Mon-Fri, 8:00am-5:00pm)

Answer questions about your dental coverage

Verify eligibility under the plan for you and/or your dependents

Inquire about dental claims processing and payment

Vision Service Plan (VSP): 1-800-877-7195; www.vsp.com

(Mon-Fri, 6:00am-9:00pm --- Sat-Sun, 8:00am-9:00pm)

For information about your vision plan

Verify eligibility under the plan for you and/or your dependents

**County Technical Services, Inc. (CTSI): 303-861-0507
or 877-328-2671 www.ctsi.org
(Mon-Fri, 8:00am-4:30pm)**

– Contact your Benefits Administrator for services not addressed above

What else can be found on www.ctsi.org for CHP members?

- Benefit Summaries for Medical/Rx, Dental and Vision
- Plan Documents for Medical/Rx, Dental and Vision
- Health Awareness (CHP's Monthly Newsletter)
- Medical, Prescription, Flu Shot, Health Fair, CDL and Dental Claim Forms
- List of Current CHP Board of Directors
- CHP Board of Director and Member Meeting Schedule
- Links to Anthem and VSP
- FAQ's

