



Egyptian Area Schools Employee Benefit Trust
Covered Members Communication Guide

Important - Please Read: Following is the communication guide for all members **covered by any of the programs offered through the Egyptian Trust.** This information is also contained on the ID card issued by the vendor partner noted below (dental, vision or health). Please use this as a guide to understand when and whom to call. It is important to note that the Care Coordinators are only able to assist you with questions relative to the enrollment or benefits of your **health plan** including prescription drugs, pre-certification of services, health claim questions or anything else related to your **HEALTH** plan. Contacting the Care Coordinators for anything that is NOT related to your health plan will only cause a delay in response.

Program	Subject Matter	Contact/Partner Name	Phone	Website
All Health Plans	Member questions concerning: * Health Plan benefits * Pre-certifying services * Request Health Plan ID cards * Find a network provider * Procedure Cost Comparisons * Prescription Drug Plan * Any other health plan related questions	Care Coordinators by Quantum Health	855-452-9997	www.egtrust.org Click on this link on the Home Page 
Voluntary Dental	Member questions concerning: * <u>Any Dental</u> Plan questions including * Benefits * Eligibility * Claim questions * Find a network provider	Ameritas <u>On or after the effective date of 9/1/15</u>	800-487-5553	www.ameritas.com
Voluntary Vision	Member questions concerning: * <u>Any Vision</u> Plan questions including * Benefits * Eligibility * Claim questions * Find a network provider	VSP, Administered by Ameritas <u>On or after the effective date of 9/1/15</u>	800-877-7195	www.ameritas.com
Basic or Voluntary Life Insurance	Member questions concerning: * Portability or Conversion * Claims Issues * Travel or Beneficiary Resources	Dearborn National Life	972-766-4907	www.egtrust.org Click on the link to the Voluntary Benefits