

COVERED MEMBERS COMMUNICATION GUIDE



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 will result in a delay of services 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Dental Plan Benefits Eligibility Claim questions Find a network provider 	Delta Dental	1-800-323-1743	www.deltadentalil.com
Voluntary Vision	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> Portability or Conversion Claim issues Travel or Beneficiary Resources 	BCBS of IL	1-877-442-4207 Option 4	www.egtrust.org
Voluntary Dental	<ul style="list-style-type: none"> For dental services prior to September 1, 2024 	MetLife	1-800-275-4638	www.metlife.com
Voluntary Vision	<ul style="list-style-type: none"> For vision services prior to September 1, 2024 	MetLife	1-855-638-3931	www.metlife.com

If you need contact information for vendors who are not listed, please email us at egtrust@healthscopebenefits.com.