

# CONTACT INFORMATION

## Questions:

Call the **insurance carriers** at the numbers listed below **if you need ID cards, health plan booklets, claim forms or have billing questions**. For verification of health insurance coverage, your physician or pharmacist must call the number on your ID card. The numbers shown below are for your use and not for physicians or pharmacies.

### Medical Carriers

Carrier	Phone Number	Website
Anthem Blue Cross Plans I, II, and III	(800) 284-1110	<a href="http://anthem.com/ca">anthem.com/ca</a>
CVS/Caremark (Prescription drug benefits for Anthem Blue Cross Plans I, II, and III)	(800) 450-3755	<a href="http://caremark.com">caremark.com</a>
Accordant (Disease Management Program — With Anthem Blue Cross Plans I, II, and III)	(844) 393-0864	<a href="http://accordant.com">accordant.com</a>
Pharmacy Advisor Counseling (With Anthem Blue Cross Plans I, II, and III)	(866) 624-1481	(Currently, there is no website.)
Anthem Blue Cross Prudent Buyer Plan Medical benefits	(800) 284-1110	<a href="http://anthem.com/ca">anthem.com/ca</a>
CarelonRx (Pharmacy Benefit Manager for Anthem Blue Cross Prudent Buyer Plan)	(800) 284-1110	<a href="http://anthem.com/ca">anthem.com/ca</a>
Anthem Blue Cross ConditionCare (With Anthem Blue Cross Prudent Buyer)	(800) 522-5560	<a href="http://anthem.com/ca">anthem.com/ca</a>
Utilization Review (Anthem Blue Cross I, II and Prudent Buyer Plan — non-Medicare members only)	(800) 274-7767	<a href="http://anthem.com/ca">anthem.com/ca</a>
Cigna Network Model Plan	(800) 244-6224	<a href="http://mycigna.com">mycigna.com</a>
Cigna Preferred with Rx (HMO) (available in Maricopa County and Apache Junction, Pinal County, Arizona Only)	(800) 627-7534	<a href="http://mycigna.com">mycigna.com</a>

# CONTACT INFORMATION

## Medical Carriers (continued)

Carrier	Phone Number	Website
Kaiser Permanente	(800) 464-4000	kp.org
Kaiser Permanente Senior Advantage	(800) 443-0815	kp.org
UnitedHealthcare	(800) 624-8822	myuhc.com
UnitedHealthcare Medicare Advantage	(800) 457-8506	uhcretiree.com
SCAN Health Plan, SCAN Desert Health Plan - Arizona, SCAN Health Plan Nevada - Nevada	(800) 559-3500	scanhealthplan.com

## Dental/Vision Carriers

Carrier	Phone Number	Website
Cigna Dental HMO	(800) 244-6224	mycigna.com
Cigna Indemnity Dental	(800) 244-6224	mycigna.com
Cigna Vision Plan	(877) 478-7557	mycigna.com

LACERA Resource	Contact Information	Hours of Operation
Retiree Healthcare Phone Number	(800) 786-6464	7:00 a.m. to 5:30 p.m., Monday through Friday
My LACERA	Go to <a href="http://www.lacera.com">www.lacera.com</a> , then click the My LACERA logo at the bottom of the page	24 hours a day, seven days a week
Retiree Healthcare Primary Fax Number Urgent Cases Only	(626) 564-6155 (626) 564-6799	24 hours a day, seven days a week
Retiree Healthcare Email	<a href="mailto:healthcare@lacera.com">healthcare@lacera.com</a>	24 hours a day, seven days a week
LACERA Public Counter	300 North Lake Avenue 1st Floor Pasadena, CA 91101	7:00 a.m. to 5:00 p.m., Monday through Friday
Website	<a href="http://www.lacera.com">www.lacera.com</a>	24 hours a day, seven days a week
LACERA Mailing Address	PO Box 7060 Pasadena, CA 91109-7060	

