

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	www.anthem.com/ca
CVS/Caremark (Prescription drug benefits for Anthem Blue Cross Plans I, II, and III)	(800) 450-3755	www.caremark.com
Accordant (Disease Management Program – With Anthem Blue Cross Plans I, II, and III)	(844) 393-0864	www.accordant.com
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	www.anthem.com/ca
IngenioRx (Pharmacy Benefit Manager for Anthem Blue Cross Prudent Buyer Plan)	(833) 267-2129	www.anthem.com/ca
Anthem Blue Cross ConditionCare (With Anthem Blue Cross Prudent Buyer)	(800) 522-5560	www.anthem.com/ca
Utilization Review (Anthem Blue Cross I, II and Prudent Buyer Plan – non-Medicare members only)	(800) 274-7767	www.anthem.com/ca
Cigna Network Model Plan	(800) 244-6224	www.mycigna.com
Cigna-HealthSpring Preferred with Rx (HMO) (available in Maricopa County and Apache Junction, Pinal County, Arizona Only)	(800) 627-7534	www.mycigna.com

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Medical Carriers (continued)

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

Dental/Vision Carriers

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

LACERA Resource	Contact Information	Hours of Operation
Retiree Healthcare Phone Number	(800) 786-6464 press "1" or (626) 564-6132	7:00 a.m. to 5:30 p.m., Monday through Friday
Retiree Healthcare Primary Fax Number	(626) 564-6155	24 hours a day, seven days a week
Retiree Healthcare Urgent Cases Only	(626) 564-6799	
Retiree Healthcare Email	healthcare@lacera.com	24 hours a day, seven days a week
LACERA Public Counter	300 North Lake Avenue 1st Floor Pasadena, CA	7:00 a.m. to 5:00 p.m., Monday through Friday
Website	www.lacera.com	24 hours a day, seven days a week
LACERA Mailing Address	PO Box 7060 Pasadena, CA 91109-7060	

