

1-800-851-3379, weekdays,
8 a.m.–5 p.m. TTY users call 711.

FULLY INSURED

Customer Service Call Center

Customer Solutions

When you have a question about your plan, give our helpful, friendly Customer Service reps a call. They answer calls quickly and help you get the info you need to make the most of your coverage.

They can help in these areas and more.

- Copayment/coinsurance and deductible amounts
- Claims
- Preauthorization
- Coverage and eligibility
- Updating your personal information
- Checking if your meds are covered
- ID cards
- Appeals
- Finding an in-network provider



Get Help After Hours

For help after 5 p.m., call the Customer Service number above, which will transfer you to the self-service system. Here, you can:

- See the date your coverage started
- Check that your account is active
- Order a new ID card
- Leave a message to get a callback the next business day

Translation Services / Servicios de Traducción

If you or your dependents need help in another language, we give you free access to interpreters who speak 200 languages. Just call our regular Customer Service number and ask for “Language Line.”

Si usted necesita ayuda para interpretar la información sobre sus beneficios, por favor llame al teléfono gratis 1-800-851-3379 y pregunte por la “Language Line.”