

# 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://www.anthem.com/ca">www.anthem.com/ca</a>
Caremark (Prescription drug benefits for Anthem Blue Cross Plans I, II, and III)	(800) 450-3755	<a href="http://www.caremark.com">www.caremark.com</a>
Alere (With Anthem Blue Cross Plans I, II, and III)	Before October 15, 2011 dial: (800) 227-3728	On and after October 15, 2011 dial: (877) 862-0786
	<a href="http://www.alere.com/diseasemgmt.html">http://www.alere.com/diseasemgmt.html</a>	
Anthem Blue Cross Prudent Buyer Plan Medical benefits	(800) 284-1110	<a href="http://www.anthem.com/ca">www.anthem.com/ca</a>
Prescription drug benefits	(800) 700-2541	
Anthem Blue Cross ConditionCare (With Anthem Blue Cross Prudent Buyer)	(800) 522-5560	<a href="http://www.anthem.com/ca">www.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://www.anthem.com/ca">www.anthem.com/ca</a>
CIGNA Network Model Plan	(800) 244-6224	<a href="http://www.cigna.com">www.cigna.com</a>
Kaiser Permanente	(800) 464-4000	<a href="http://www.kp.org">www.kp.org</a>
Kaiser Permanente Senior Advantage	(800) 443-0815	<a href="http://www.kp.org">www.kp.org</a>

# CONTACT INFORMATION

## Medical Carriers (continued)

Carrier	Phone Number	Website
UnitedHealthcare	(800) 624-8822	www.uhcwest.com
SecureHorizons by UnitedHealthcare	(888) 867-5548	www.uhcretiree.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
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