









## Carrier Contact Information

| Department  | Phone Number     | When to call?  | Notes |
|---|------------------|--|-------|
|    |                  |  |       |
| HMO Support   | “(555) 555-DEMO” | - Schedule appointments including follow-up/ Specialist/ or facility care    |       |
| PPO Support   | “(555) 555-DEMO” | - Confirm In-Network Provider participation and confirm prior-authorization  |       |
| Nurse Advice  | “(555) 555-DEMO” | - Assess medical needs and resolve minor medical issues and concerns         |       |
| Virtual Doctor  | “(555) 555-DEMO” | - Seek treatment for non-emergency care with Board-Certified Physician       |       |
| Rx Assistance   | “(555) 555-DEMO” | - Verify status of step-therapy, prior authorization, and supply limits      |       |
| Mental Health   | “(555) 555-DEMO” | - Schedule psychological and psychiatric individual and/or group therapy     |       |
| Emergency   | CALL “9-1-1”     | - Urgent transport for severe pain, bleeding, numbness or respiratory issues |       |
|    |                  |  |       |
| HMO Support   | “(555) 555-DEMO” | - Schedule appointments including follow-up/ Specialist/ or facility care    |       |
| Nurse Advice  | “(555) 555-DEMO” | - Assess medical needs and resolve minor medical issues and concerns         |       |
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| Mental Health   | “(555) 555-DEMO” | - Schedule psychological and psychiatric individual and/or group therapy     |       |
| Emergency   | CALL “9-1-1”     | - Urgent transport for severe pain, bleeding, numbness or respiratory issues |       |
|    |                  |  |       |
| Dental Support  | “(555) 555-DEMO” | - Find providers, review treatment plans, and verify coverage parameters     |       |
|    |                  |  |       |
| Vision Support  | “(555) 555-DEMO” | - Find providers, review treatment plans, and verify coverage parameters     |       |
|  |                  |  |       |
| Life+AD&D Service   | “(555) 555-DEMO” | - File claims, request claims support, and verify plan coverage parameters   |       |
|  |                  |  |       |
| Disability Service  | “(555) 555-DEMO” | - File claims, request claims support, and verify plan coverage parameters   |       |
|  |                  |  |       |
| Ancillary Service   | “(555) 555-DEMO” | - File claims, request claims support, and verify plan coverage parameters   |       |
|  |                  |  |       |
| EAP Guidance  | “(555) 555-DEMO” | - Schedule care, request coverage support, and find referred providers       |       |