

# Who Do I Contact? Plan Year 2023

## **Ventura County Health Care Plan (HMO)**

Website: <http://www.vhealthcareplan.org>, Member Services Email: [vchcp.memberservices@ventura.org](mailto:vchcp.memberservices@ventura.org)

Customer Service	(805) 981-5050 or (800) 600-8247
24/7 Nurse Advice/Health Information (no copayment)	(800) 334-9023
Teladoc (24/7 doctor visit via telephone or web; typically, no copayment)	(800) 835-2362
Mail Order Pharmacy – Express Scripts ( <a href="https://www.express-scripts.com/">https://www.express-scripts.com/</a> )	(800) 811-0293
Behavioral Health – Optum Health Behavioral Solutions – Life Strategies	(800) 851-7407

## **Blue Shield Medical Plans**

### **(Trio ACO HMO, Access+ HMO, and High-Deductible PPO)**

Group# W0067449, Website: [www.blueshieldca.com](http://www.blueshieldca.com), [myoptions.blueshieldca.com/Ventura](http://myoptions.blueshieldca.com/Ventura)

TRIO ACO HMO Customer Service	(855) 747-5800
Access+ HMO and High-Deductible PPO Customer Service	(855) 256-9404
NurseHelp (available 24/7; no copayment)	(877) 304-0504
TelaDoc (24/7 doctor visit via telephone or web; typically, no copayment)	(800) 835-2362
Mail Order Pharmacy – Caremark ( <a href="https://www.blueshieldca.com/wellness/drugs/mail-service-prescriptions">https://www.blueshieldca.com/wellness/drugs/mail-service-prescriptions</a> )	(866) 346-7200
Blue Shield Mental Health Services	(877) 263-9952

## **MetLife Dental PPO Plan**

Group# 0154209 (PDP Plus Plan), Website: [www.metlife.com/countyofventura](http://www.metlife.com/countyofventura) or [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits)

Customer Service (Member Services office for Eligibility/Claims/Benefits/Pre-certifications)	(800) 438-6388
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## **EyeMed – Vision Plan**

Group# ; Policy# , Website: <https://eyemed.com/en-us>

Customer Service	(866) 800-5457
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## **Chard Snyder Flexible Spending Accounts**

### **(Health Care, Limited-Purpose, and Transportation)**

Website: <http://www.chard-snyder.com>, Customer Service Email: [askpenny@chard-snyder.com](mailto:askpenny@chard-snyder.com)

Customer Service	(800) 982-7715
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Contact Optum Financial

PHONE (855) 687-2021

Email: [cobraservice@connectyourcare.com](mailto:cobraservice@connectyourcare.com)

Internet: <https://www.connectyourcare.com/>