

# WHO DO I CONTACT?

## **BlueShield Non-Medicare Medical Plans (Trio ACO HMO, Access+ HMO, and High-Deductible PPO)**

### **Group ID #W0067630**

TRIO ACO HMO Customer Service	(855) 747-5800
Access+HMO and High-Deductible PPO Customer Service	(855) 256-9404
NurseHelp 24/7 (no copayment)	(877) 304-0504
TelaDoc (24/7 doctor visit via telephone, web, or mobile app with \$5 copay for HMO & \$40 copay for PPO)	(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 Website: <a href="http://www.blueshieldca.com">www.blueshieldca.com</a>	(877) 263-9952

## **Ventura County Health Care Plan**

Member Services E-Mail: <a href="mailto:vchcp.memberservices@ventura.org">vchcp.memberservices@ventura.org</a>	
Website: <a href="http://www.vchealthcareplan.org">http://www.vchealthcareplan.org</a>	
Local Phone Number:	(805) 981-5050
Toll-Free Number:	(800) 600-8247
24/7 Nurse Advice/Health Information (no copayment):	(800) 334-9023
Mail Order Pharmacy - Express Scripts ( <a href="http://www.express-scripts.com">www.express-scripts.com</a> )	(800) 233-8065
Behavioral Health - Optum Health Behavioral Solutions – Life Strategies	(800) 851-7407

## **Blue Shield Medicare Advantage HMO (65 Plus)**

Blue Shield Medicare Advantage (HMO) <a href="http://blueshieldca.com/medicare">blueshieldca.com/medicare</a> ; <a href="http://blueshieldca.com/fad">blueshieldca.com/fad</a>	(800) 776-4466
24/7 NurseLine (no copayment)	(877) 304-0504
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

## **BlueShield – Medicare COB (Coordination of Benefits)**

BlueShield Medicare (COB) Medical Plan	(855) 256-9404
Group Prescription Drug Plan (GPDP)	(888) 239-6469
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

## **Kaiser Permanente Senior Advantage Medicare Replacement Plan**

Group Number: 228638-0	
Toll Free:	(800) 443-0815
TTY:	(800) 777-1370
Website: <a href="http://www.kp.org">www.kp.org</a>	

## **MetLife Dental PPO Plan**

Group# 0154209	
Customer Service (Member Services office for Eligibility/Claims/Benefits/Pre-certifications)	(800) 438-6388
Website: <a href="http://www.metlife.com/mybenefits">www.metlife.com/mybenefits</a>	

## **Medical Eye Services (MES) – Vision Plan**

Group #: 20601	
Customer Service:	(800) 877-6372
Customer Services e-mail: <a href="mailto:customerservice@mesvision.com">customerservice@mesvision.com</a>	(714) 619-4660
Website: <a href="http://www.mesvision.com">http://www.mesvision.com</a>	

## **County Retiree Health Benefits Coordinator:**

E-mail: <a href="mailto:Patty.Vandewater@ventura.org">Patty.Vandewater@ventura.org</a>	(805) 662-6791
Website: <a href="https://hr.ventura.org/benefits/retiree-health-benefits">https://hr.ventura.org/benefits/retiree-health-benefits</a>	