

WHO DO I CONTACT?

Medical Plans for Non-Medicare Retirees and Dependents

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

Group ID #W0067630

Website: www.blueshieldca.com

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; no copayment)

(800) 835-2362

Mail Order Pharmacy - Caremark (<https://www.blueshieldca.com/wellness/drugs/mail-service-prescriptions>)

(866) 346-7200

Blue Shield Mental Health Services

(877) 263-9952

- **Ventura County Health Care Plan Non-Medicare Medical Plan**

Member Services E-Mail: vchcp.memberservices@ventura.org

Website: <http://www.vchealthcareplan.org>

Local Phone Number

(805) 981-5050

Toll-Free Number

(800) 600-8247

24/7 Nurse Advice/Health Information (no copayment)

(800) 334-9023

TelaDoc (24/7 doctor visit via telephone, web, or mobile app; no copayment)

(800) 835-2362

Mail Order Pharmacy - Express Scripts (www.express-scripts.com)

(800) 233-8065

Behavioral Health - Optum Health Behavioral Solutions – Life Strategies

(800) 851-7407

Medical Plans for Medicare-Eligible Retirees and Dependents

- **Aon Retiree Health Exchange (for Medicare-eligible retirees and dependents only)**

Websites: <https://myexchangeconnection.com/COV> and <https://retiree.aon.com/COV>

Toll Free

(877) 216-3706

TTY

(877) 216-3711

Dental & Vision Plans

- **MetLife Dental PPO Plan**

Group# 0154209

Website: <http://www.metlife.com/mybenefits>

Customer Service (Member Services office for Eligibility/Claims/Benefits/Pre-certifications)

(800) 438-6388

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

Customer Service e-mail: customerservice@mesvision.com

Website: <https://www.mesvision.com>

Group #: 20601

Customer Service

(714) 619-4660

Customer Service – Toll Free

(800) 877-6372

County Retiree Benefits Website:

<https://hr.ventura.org/benefits/retiree-health-benefits>

Retiree Health Benefits Coordinator (Patty Vandewater)

Preferred Contact Method is Email: Patty.Vandewater@ventura.org

CEO-HUMAN RESOURCES/BENEFITS

800 S. VICTORIA AVENUE #1970

VENTURA, CA 93009-1970

(805) 662-6791

FAX: (805) 654-2665