

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

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(805) 662-6791

FAX: (805) 654-2665