



WHO KNEW?

Focus On Your Benefits

Accessing your Health Care Providers

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If you're a United Healthcare member:

- **UHC ID cards:** If you need to access care and have not received your ID card, visit the following websites to print a temporary ID card:
- **UHC Customer Care**
 - HMO: 800.624.8822 - www.uhcwest.com
 - PPO: 866.633.2474 - www.myuhc.com
 - PPO/H.S.A: 800.864.9427 Optum Bank 800.791.9361
- **If you enrolled on one of the UHC HMO plans, and did not select a Primary Care Physician through *BenefitBridge*,** UHC will automatically assign a primary care physician for you and your enrolled family members. To change your assigned Primary Care Physician you can log on to either www.uhcwest.com or www.myuhc.com, or call Customer Care for assistance.

If you're an Anthem member:

- **Anthem ID cards:** If you need to access care and have not received your ID card, visit the following websites to print a temporary ID card:
- **Anthem Member Services**
 - HMO: 800.288.6921 www.anthem.com/ca
- **If you enrolled on one of the Anthem plans, and did not select a Primary Care Physician through *BenefitBridge*,** Anthem will automatically assign a primary care physician for you and your enrolled family members. To change your assigned Primary Care Physician you can log on to www.anthem.com/ca or call Member Services at the number above.

If you're a Kaiser Permanente Member:

- If you have not received your card you can make your first appointment by calling (888) 956-1616
- Appointments/Advice Line (888) 750-0036
- Member Services 800.464.4000 M-F 7am-7pm - www.kp.org
- 888KPONCALL/ 888.576.6225 after hours Advice Line
- Members have Mental Health & Chemical Dependency, and Chiropractic services included in their Kaiser coverage.

Provided By:

Keenan
Associates

License No. 0451271
(951) 788-0330

If you have any questions or would like assistance with any of your benefit questions, you may contact Keenan & Associates at:

1-800-654-8347 ext. 1189



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Express Scripts Pharmacy

24 Hour Customer Service 888.806.4969 www.express-scripts.com

Express Scripts ID card: If you not received your ID card, please use the attached Temporary ID card to accurately process your prescription.

Accredo Specialty Pharmacy 877.895.9697

MHN Managed Health Network 888.327.0020

www.members.mhn.com

Company Code: **REEP**

Delta Dental

Customer Service 866.499.3001 www.deltadentalins.com

Medical Eye Services

Customer Service 800.877.6372 www.mesvision.com

American Fidelity

Customer Service 800.365.9180 www.afadvantage.com

BenefitBridge (help desk)

800.814.1862 www.benefitbridge@keenan.com

Keenan & Associates Benefits Consultants

(Claim Issues or Benefit Questions)

800.654.8347 – Jamie Perluss ext. 1189 jperluss@keenan.com

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