



Important Health Plan Telephone/Websites

Participating Provider Organization (PPO)

Whenever accessing medical care, use a network provider whenever possible to maximize your Plan benefits, and reduce your out of pocket costs.

Call **BC/BS Network**
1-800-810-2583
www.bcbs.com
Member = OSD

Health Plan Benefits/Claims

When you have questions regarding Plan coverage, eligibility or claims:

Call **Trustmark**: 1-800-832-3332
www.trustmarkbenefits.com

Medical/Surgical Pre-Certification Health Reach Disease Management

If I need general advice about diabetes, arthritis or other diseases, or if I am planning to have surgery or be admitted to the hospital for elective treatment, who should I call?

Call **Health Care Strategies, Inc.**
1 -800-764-3433 24/7
www.hcare.net

Prescription Drugs

What medications are preferred to help reduce my out-of-pocket costs?

Call **EmpiRx**:
1-844-241-7123
www.empirxhealth.com

Mental Health/Alcohol or Substance Abuse

My child (or me) is experiencing emotional stress. Who can I see?

The Health Plan's EAP
(Employee Assistance Program)
Call **NexGen** to speak with a counselor
[1-800-EAP-CALL](tel:1-800-EAP-CALL)
[1-800-327-2255](tel:1-800-327-2255)
www.nexgeneap.com

If further treatment is required
Call **Quantum Health**
1-888-214-4001
www.accessqhs.com

Telemedicine Services

LiveHealth Online is a convenient, online telemedicine service administered by Anthem BCBS.

Sign up on
www.livehealthonline.com

You can download the app to any mobile device.
LiveHealth Online Mobile

The Health Plan Office

Call 845-781-4890
www.ouhealth.org

Quest Lab - Lab Card Select

If you need lab services, use a **Quest
Lab Card Select** facility and pay a
\$5.00 Co-Pay.
1-800-646-7788

www.questdiagnostics.com