

Allen County Schools Health Plan - Member Service Contact Sheet

Benefit / Company	Toll Free Number	Website	Contact for
Medical Medical Mutual of Ohio	Customer Services 1-800-382-5729	www.medmutual.com	Claim status or claim issues; benefit verification; order replacement or extra ID cards; find network providers
	Disease & Maternity Programs 1-800-861-4826		To enroll in any of the disease & maternity management programs (i.e. chronic artery disease, diabetes, asthma, heart failure, chronic pain conditions, etc.)
	Pre-Certification & Pre-Authorization 1-800-338-4114		For physicians and hospitals to pre-certify or pre-authorize services on behalf of covered members. (Note: This number is also on the back of your ID card.)
SmartShopper	1-877-292-1541	www.medmutual.smartshopper.com	Helps you save money on several medical procedures. Earn \$\$\$\$ when you use the program and choose a LOW cost, HIGH quality provider for service! When you need a non-emergent medical procedure, start with SmartShopper.
Dental Medical Mutual of Ohio	1-800-833-7027	www.medmutual.com	Claim status or claim issues; benefit verification; find network providers
Prescription Drugs Medical Mutual of Ohio /Express Scripts	1-800-417-1961	www.express-scripts.com	Claims status or claim issues; mail order refills; benefit verification; prior authorization.
Employee Assistance Program (EAP) COMPSYCH	1-833-787-7774	guidanceresources.com	ComPsych is the pioneer and world's largest provider of employee assistance programs. Service centers operate 24 hours a day, 7 days a week, 365 days a year staffed by dedicated: clinical, legal, financial, wellness and work-life experts.
Teladoc	1-800-Teladoc	Teladoc.com	Connect with a healthcare provider from the convenience of your computer, phone or tablet. Get a diagnosis or prescription, when appropriate - all in one 10-minute session.
Vision EyeMed	1-866-800-5457	www.eyemed.com	Claim status or claim issues; benefit verification; find network providers
American Fidelity Assurance Co.	Flexible Spending 1-800-325-0654	www.afadvantage.com	Administrator of flexible spending accounts (FSA)
	Supplemental Policies 1-800-323-3748		Supplemental insurance policies
Dearborn National Insurance (Life Insurance)	1-800-348-4512	contactus@dearbornnational.com	Administrator of Group and Voluntary life insurance policies