

WHO TO CONTACT (AND FOR WHAT)

**For UniCare State Indemnity Plan/Basic, PLUS
and Community Choice members**

Effective July 1, 2017

For questions about your medical plan

UniCare State Indemnity Plan

Customer Service Center
P.O. Box 9016
Andover, MA 01810-0916
800-442-9300 (toll free)
TTY: 711
contact.us@anthem.com
unicarestateplan.com

- What your benefits are for a particular medical service or procedure
- The status of (or a question about) a medical claim
- How to find a doctor, hospital, or other medical provider
- Information in “Your Medical Plan” (Part 1 of your UniCare member handbook)

For questions about your prescription drug plan

CVS Caremark

877-876-7214 (toll free)
TDD: 800-238-0756
caremark.com

- What your benefit is for a prescription drug
- The status of (or a question about) a prescription drug claim
- Where to get prescriptions filled
- Which drugs are covered
- Information in “Your Prescription Drug Plan” (Part 2 of your UniCare member handbook)

For questions about your behavioral health plan

Beacon Health Options

855-750-8980 (toll free)
TDD: 711
beaconhealthoptions.com/gic

- What your benefits are for mental health services
- What your benefits are for substance use disorder services
- What your benefits are for the Enrollee Assistance Program (EAP)
- The status of (or a question about) a mental health, substance use disorder, or EAP claim
- Information in “Your Behavioral Health Plan” (Part 3 of your UniCare member handbook)

For general health questions after hours (not about plan benefits or coverage)

24/7 NurseLine

800-424-8814 (toll free)
Select the NurseLine option

- How to prepare for an upcoming medical procedure
- What side effects are possible from your medication
- Whether to go to an urgent care center or call your doctor
- See Chapter 7 of your handbook for more information about the 24/7 NurseLine

For other questions, such as questions about premiums or participation in any Group Insurance Commission (GIC) programs, please see your GIC coordinator or contact the GIC.