

# 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](http://www.uhcwest.com)
  - PPO: 866.633.2474 - [www.myuhc.com](http://www.myuhc.com)
  - PPO/H.S.A: 800.864.9427 Optum Bank 800.791.9361
  - Chiropractic Customer Services: 800.624.8822 (offered by ACN)
- **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](http://www.uhcwest.com) or [www.myuhc.com](http://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](http://www.anthem.com/ca)
  - Chiropractic Customer Services: 800.678.9133 (offered by ASH)
- **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](http://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](http://www.kp.org)
- Chiropractic Customer Services: 800.678.9133 (offered by ASH)
- 888KPONCALL/ 888.576.6225 after hours Advice Line
- Members have Mental Health & Chemical Dependency, and Chiropractic services included in their Kaiser coverage.

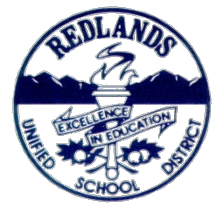
Provided By:

**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](http://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](http://www.members.mhn.com)

Company Code: **REEP**

### Delta Dental

Customer Service 866.499.3001 [www.deltadentalins.com](http://www.deltadentalins.com)

### Medical Eye Services

Customer Service 800.877.6372 [www.mesvision.com](http://www.mesvision.com)

### American Fidelity

Customer Service 800.365.9180 [www.afadvantage.com](http://www.afadvantage.com)

**BenefitBridge** (help desk)

800.814.1862 [www.benefitbridge@keenan.com](mailto:www.benefitbridge@keenan.com)

Keenan & Associates Benefits Consultants

(Claim Issues or Benefit Questions)

800.654.8347 – Jamie Perluss ext. 1189 [jperluss@keenan.com](mailto:jperluss@keenan.com)

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