



Who to Call When Your Retirees have Questions about the MAPD Plan

At HealthTrust we are always happy to help and support your Retirees. We want them to get the correct answers to their questions as quickly as possible.

For Retirees enrolled in the HealthTrust Medicare Advantage with Prescription Drug (MAPD) plan, many of their questions need to be answered by the Anthem Member Services team, since the MAPD is a fully insured plan. We ask that you kindly refrain from sharing our Enrollment Specialists' direct lines or extensions, as all calls should be routed through our Contact Center (800.527.5001).

Who *should* you and your Retirees call for MAPD questions? The answer depends on the question.

Anthem Member Services at 833.476.1462 can answer questions about:

- Medical benefits and coverage
- Prescription coverage, including formulary-related questions
- Late penalty enrollment questions
- Provider network questions
- Address changes
- Claims

Pharmacy Member Services at 833.360.3662 can answer questions about:

- Order status
- Refilling prescriptions
- Renewing prescriptions
- Making a payment

HealthTrust Enrollee Services at 800.527.5001 can answer questions about:

- Payments and billing (including New Hampshire Retirement System annuity deductions)
- Enrollment
- Dental coverage
- LifeResources Employee Assistance Program

Please feel free to share this information with your Retirees, and thank you for helping to ensure that you and your Retirees can always get the correct answers from the right source.