

<b>Contact information for Employees</b>	
<b>Reason</b>	<b>Contact Information</b>
Member assistance for <b>Blue Shield HMO</b> benefits and services	Blue Shield of California HMO member services at <b>(888) 319-5999</b> , or call the number listed on their Blue Shield member ID card
Member assistance for <b>Blue Shield PPO</b> benefits and services	Blue Shield of California PPO member services at <b>(888) 319-5999</b> , or call the number listed on their Blue Shield member ID card
Member assistance for <b>Blue Shield Life PPO</b>	Blue Shield Life PPO member services at <b>(888) 852-5345</b> , or call the number listed on their Blue Shield member ID card
Group <b>term life insurance</b> and accidental death and dismemberment claims inquiries	Blue Shield Life insurance claims <b>(888) 800-2742</b>
Member assistance for <b>Blue Shield HMO dental</b> benefits and services	Dental HMO member services <b>(800) 585-8111</b> 5:30 a.m. to 5 p.m., Monday through Friday
Member assistance for <b>Blue Shield PPO and INO (in-network only) dental</b> benefits and services	Dental PPO and INO member services at <b>(888) 702-4171</b> , 5:30 a.m. to 5 p.m., Monday through Friday
Blue Shield <b>vision</b> benefits and services	Vision Member Services <b>(877) 601-9083</b> 8 a.m. to 5 p.m., Monday through Friday
<b>Cal-COBRA</b>	<b>(800) 228-9476</b>
Questions about <b>chiropractic</b> and <b>acupuncture</b> benefits	American Specialty Health Plans (ASH Plans) benefits and services for HMO members: <b>(800) 678-9133</b>
<b>Claims process and benefit information</b>	Benefits, medical bills, and claims <b>(800) 443-5005</b> TTY: <b>(800) 241-1823</b> Blue Shield of California P.O. Box 272580, Chico, CA 95927-2580
Claims process and benefit information for <b>mental health</b> benefits and <b>substance abuse</b> treatments	Blue Shield mental health service administrator (MHSA) mental health benefits and substance abuse treatments For HMO and PPO members, call <b>(877) 263-9952</b> For claims, call <b>(877) 263-9952</b>
Questions about any <b>pharmacy</b> -related issues	Prior authorization <b>(800) 443-5005</b> TTY: <b>(800) 241-1823</b>
To order <b>mail service prescriptions</b>	Mail service pharmacy: <b>(866) 346-7200</b> TTY: <b>(866) 346-7197</b>
Member assistance for Blue Shield <b>65 PlusSM (HMO)</b> benefits and services	Blue Shield 65 Plus (HMO) member services <b>(800) 776-4466</b> TTY: <b>(800) 794-1099</b> Blue Shield 65 Plus P.O. Box 927, Woodland Hills, CA 91367
Member assistance for Blue Shield <b>Medicare Rx</b> benefits and services	Blue Shield of CA Medicare PDP / Blue Shield of CA Medicare Rx Plan (PDP) Member Services <b>(888) 239-6469</b> TTY: <b>(888) 239-6482</b> Blue Shield Medicare Rx P.O. Box 927, Woodland Hills, CA 91367
<b>Member service</b> information	Bilingual and hearing-impaired services; bilingual customers should call the number listed on their Blue Shield ID cards or <b>(800) 248-5451</b> From Mexico <b>(001) 800-248-5451</b> TTY: (800) 241-1823
No-cost <b>language services</b> for members to reach an interpreter, have documents read aloud, or sent in the mail	Language-assistance services Call the phone number on the member ID card or <b>(866) 346-7198</b>