

# WHO DO I CONTACT?

## Anthem Blue Cross

Member Services for Medical and Prescription Eligibility/Claims/Benefits/Pre-certifications

Non-Medicare EPO & High-Deductible PPO ([www.anthem.com/ca](http://www.anthem.com/ca)) – Policy# C18449 (800) 727-2762

Medicare Preferred PPO ([www.anthem.com/ca](http://www.anthem.com/ca)) – Policy# Y0114 (800) 797-6438

Mail Order Pharmacy – Express Scripts ([www.express-scripts.com](http://www.express-scripts.com)) (800) 233-8065

## Kaiser Permanente Senior Advantage Medicare Replacement Plan

Group Number: 228638-0

Toll Free: (800) 443-0815

TTY: (800) 777-1370

Website: [www.kp.org](http://www.kp.org)

## Ventura County Health Care Plan

Member Services office for Medical and Prescription Eligibility/Claims/ Benefits Questions/

Behavioral Health Program Administrator

Member Services E-Mail: [vchcp.memberservices@ventura.org](mailto:vchcp.memberservices@ventura.org)

Website: [www.vchealthcareplan.org/](http://www.vchealthcareplan.org/)

Local Phone Number: (805) 981-5050

Toll-Free Number: (800) 600-8247

Mail Order Pharmacy – Express Scripts ([www.express-scripts.com](http://www.express-scripts.com)) (800) 233-8065

## MetLife Dental PPO Plan

Group# 0154209

Customer Service (Member Services office for Eligibility/Claims/Benefits/Pre-certifications) (800) 438-6388

Website: [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits)

## Medical Eye Services (MES) – Vision Plan

Customer Service: (800) 877-6372

Customer Services e-mail: [customerservice@mesvision.com](mailto:customerservice@mesvision.com) or (714) 619-4660

Website: [www.mesvision.com](http://www.mesvision.com)

## County Retiree Health Benefits Coordinator

Retiree Health Benefits Coordinator: (805) 662-6791

E-mail: [Patty.Vandewater@ventura.org](mailto:Patty.Vandewater@ventura.org)

Website: [www.ventura.org/benefits/flexible-benefits](http://www.ventura.org/benefits/flexible-benefits)

(go to the “Post-Retirement Health Insurance” section)