



This document contains contact information for assistance on matters related to billing, claims, service, prior authorizations, finding providers or help understanding benefits and programs. As a first step, contact your health plan carrier.

## MEDICARE

### Health Plans for Medicare-Enrolled Members

Carrier	Phone Number	State / Region
Aetna Medicare Advantage (MA PPO)	800-663-0885	All states except MI
Blue Care Network Advantage (MA HMO)	800-222-5992	MI*
Blue Cross Blue Shield TCN with Medicare	877-832-2829 New Directions (Mental Health): 877-228-3912	National
Blue Cross Blue Shield Medicare Advantage (MA PPO)	888-322-5616	AL, FL, IN, MI, MO, TN
Blue Cross Blue Shield of Kansas City Medicare Advantage (MA HMO)	866-579-0864	MO*
Health Alliance Plan Senior Plus (MA HMO)	800-801-1770	MI*
HealthPartners Freedom Plan (MA HMO)	952-883-5000	MN*
Humana Medicare Advantage (MA HMO)	800-758-5002	Varies by region
Kaiser Permanente Medicare Advantage (MA HMO)	866-456-4462	CA*, GA*, CO*, OR, WA*
	800-777-7902	D.C., MD, VA*

\*Regional offering

**NON-MEDICARE****Health Plans for Non-Medicare Members**

Carrier	Phone Number	State / Region
Blue Care Network (HMO)	800-222-5992	MI*
Blue Cross Blue Shield (ECP)	Health Guide: 866-507-2850 New Directions (Mental Health): 877-228-3912	National
Blue Cross Blue Shield of Kansas City (HMO)	866-579-0864	MO*
Health Alliance Plan (HMO)	800-422-4641	MI
HealthPartners (HMO)	952-883-5000	MN*
Humana (HMO)	800-758-5002	Varies by region
Kaiser Permanente (HMO)	866-456-4462	CA*, GA*, CO*,OR, WA*
	800-777-7902	D.C., MD, VA*

**ALL****Pharmacy for All Members**

Carrier	Phone Number	State / Region
Express Scripts	866-662-0274	National

**ALL****Dental, Vision, Hearing for All Members**

Carrier	Phone Number	State / Region
Delta Dental	800-524-0149	National
Davis Vision	888-234-5164	National
TruHearing	844-394-5420	National

For inquiries related to eligibility, dependent audits or plan enrollment contact:  
**Retiree Health Care Connect (RHCC) 866-637-7555 | [www.uawtrust.org](http://www.uawtrust.org)**

\*Regional offering