

Frequently Needed Numbers for Frequently Asked Questions



<p>888-883-3233 MACoHCT Claims Administration</p> <p>→ <u>First select Option 2 (24-hour automated claims inquiry).</u> Then select one of the following:</p> <p>→ Option 4: Customer Service</p> <p>→ Option 5: Year-to-date deductibles & out-of-pocket amounts</p>	<ul style="list-style-type: none"> • What services are covered by my plan? • What is the status of my claim? • Why was my claim denied? • Why was a claim paid the way it was? • How do I appeal a claim? • How do I understand my Explanation of Benefits?
<p>888-727-0511 Caremark TDD: 800-231-4403 (for Standard & Enhanced Pharmacy Plan members*)</p> <p>→ Follow voice prompts, or say “Representative” to be transferred directly to a Customer Service Representative.</p>	<p><i>* For persons enrolled in the Revised Major Medical plan, Comprehensive Major Medical plan, or Catastrophic plan</i></p> <ul style="list-style-type: none"> • Is my pharmacy in the Caremark network? • How much can I expect to pay for prescriptions? • How do I sign up for the Caremark Mail Order Service, or check the status of my order?
<p>888-850-8190 Caremark TDD: 800-231-4403 (for Pharmacy Discount Card members*)</p> <p>→ Follow voice prompts or say “Representative” to be transferred directly to a Customer Service Representative.</p>	<p><i>* For persons enrolled in the Basic medical plan or the HSA-qualifying High Deductible Health Plan</i></p> <ul style="list-style-type: none"> • How does the Pharmacy Discount Program work? • Is my pharmacy in the Caremark network? • How much can I expect to save off retail drug prices?
<p>800-237-2767 Caremark Specialty Pharmacy Program* TDD: 800-231-4403</p> <p>→ Follow voice prompts, or say “Representative” to be transferred directly to a Customer Service Representative.</p>	<p><i>* For persons who take high-cost biotech injectable or oral medications</i></p> <ul style="list-style-type: none"> • What is the Caremark Specialty Pharmacy Program? • How much will my prescription cost? • How and when will my prescription be shipped to me?
<p>888-874-3817 APS, Inc.</p>	<ul style="list-style-type: none"> • Who should I call for certification of surgical, inpatient hospital, psychiatric or chemical dependency treatment? • Who should I call regarding maternity notification, newborn admissions, or pregnancy-related questions?
<p>866-669-6428 MACoHCT Administration</p>	<ul style="list-style-type: none"> • Who should I call if I need more help with a claim after calling the claims office? • Who should I call if I have a question about MACoHCT eligibility, enrollment, billing, or marketing?
<p>www.macohct.com MACoHCT Website</p>	<ul style="list-style-type: none"> • What kind of information is available online? <ul style="list-style-type: none"> ○ Benefit Summary and other plan materials ○ MACoHCT forms (enrollment form, change form, pharmacy reimbursement form, and others) ○ Links to MACoHCT Claims website, Pharmacy Benefit Plan (Caremark) website, and other resources ○ Common questions and answers