

BENEFITS CONTACTS

ELKHART COMMUNITY SCHOOLS



JULIE CRANE

Insurance Secretary
(574) 262-5527

jcrane@elkhart.k12.in.us

- ID Cards
- Change in Coverage
- Medical/Dental Claim Issues
- HSA Contribution Changes
- File Life Insurance Claims with Cigna/New York Life

CLINIC

Phone: (574) 262-5800

Fax: (574) 262-5803

Mon & Thurs: 8am – 6pm

Tues & Wed: 7am – 4pm

- Clinic Visits
- Chronic Disease Management
- Health Risk Assessments
- Referrals & Care Navigation
- On-site Pharmacy Services
- Lab Draws
- Important Updates

Rx HELP CENTERS

Phone: (866) 478-9593

www.rxhelpcenters.com

- Provides assistance in finding resources for high-cost brand name medications by advocating directly with drug manufacturers

Anthem MEDICAL COVERAGE

Customer Service – (833) 639-1637

- Find high-quality healthcare providers & the highest level of benefits
- Discuss benefit details
- Look into a recent claim to be sure it was paid correctly
- Check to see what your out-of-pocket costs are for services
- Deductible account & usage monitoring
- Understand reward programs available to you
- Discover what services are available to you based on your plan

Online Services – www.anthem.com

- See a summary of your benefits & discuss details
- Task monitoring to keep your benefits up to date
- Chat with a UMR Customer Service team member
- Find high-quality healthcare providers & the highest level of benefits
- Look into a recent claim to be sure it was paid correctly
- Discover what services are available to you based on your plan
- Deductible account & usage monitoring
- Mobile version available

PRESCRIPTION COVERAGE

CVS Caremark – (888) 202-1654 www.caremark.com

- [Drug List](#)
- Check drug costs and coverage
- Find a network pharmacy
- Keep track of your Rx spending
- Manage all your prescriptions on one place
- Quick start new orders & easy refills
- Rx delivery by mail
- Customize notifications and reminders

HEALTH SAVINGS ACCOUNT

Teachers Credit Union - (574) 206-0010 ext 5374

- www.tcunet.com
- kmejia@tcunet.com



EMPLOYEE COMMUNICATION PORTAL

www.myelkhartbenefits.com

- Access to robust benefit information
- Side-by-side plan comparison tools
- Library of HR and benefit forms
- Educational and informational articles
- Pinterest style photos and links to spotlight key programs or events
- Links to all providers

Forgot what coverages you elected?

Visit benefits.plansource.com/logon

EMPLOYEE ASSISTANCE PROGRAM (EAP)

New Avenues
(800) 731-6501 or (574) 232-2131
Select option #2

- Depression
- Anxiety
- Substance abuse
- Trauma
- Anger management

BENEFITS CONTACTS

DENTAL COVERAGE

Delta Dental – www.deltadental.com

- Search for participating dentists
- Up-to-date benefit information
- Claim information
- Determine eligibility
- Dental care cost estimator

LIFE AND DISABILITY INSURANCE

Cigna/New York Life

- Intake Department to Initiate Claims – (888) 842-4462
- Life Insurance Claims – Contact Julie Crane

CRITICAL ILLNESS & HOSPITAL INDEMNITY COVERAGE

(optional employee election)

Cigna – Easy way to submit claims:

- \$50 bonus for members that submit proof of health screening
- Phone:(800) 754-3207, Fax: (866) 304-3001
- Online:www.SuppHealthClaims.com
- Email scanned documents to supphealthclaims@cigna.com
- Mail to Cigna Phoenix Claim Services, PO Box 188028, Chattanooga, TN 37421

FLEXIBLE SPENDING ACCOUNT

HRPro – www.hrpro.com

- (800) 989-8776 opt 4 for reimbursement department
 - Account balances at a glance
 - View recent transactions
 - Message center for notifications
 - Important updates/articles
- accounts@hrpro.com
 - Account inquires
 - Claim submissions
 - General questions