



Initially, please attempt to resolve claims issues by contacting the Plan Administrator's Customer Service numbers listed in the table. If you encounter any difficulties after speaking with the customer service representative, please contact NFP. We will then intercede on your behalf.

MEDICAL: Anthem BCBS	Anthem BCBS PO Box 105187, OH0203-700 Atlanta, GA 30348-5187	PRESCRIPTION DRUGS: Express Scripts	Express Scripts P.O. Box 66558 St Louis, MO 63166-6558
Customer Service	(800) 552-9159	Customer Service	(866) 876-0333
Website	www.anthem.com	Express Scripts Prior Authorization	(866) 310-3666
DENTAL: Delta Dental	Delta Dental P.O. Box 9085 Farmington Hills, MI 48334-9085	Express Scripts Mail Order Services	(866) 216-5449
Customer Service	(800) 524-0149	Accredo Specialty RxPharmacy Customer Service	(877) 500-3698
Website	www.deltadentaloh.com		

OTHER IMPORTANT NUMBERS	
Precertification	(877) 814-4803
BlueCard Customer Service (coverage while traveling)	(800) 810-BLUE (2583)

We consider client service as our top priority. The contacts below will help guide you in reaching us as efficiently as possible. Our team approach includes the ability for all associates to have full access to your account servicing files. Toll free number is (855) 277-2702. Fax number is (216) 816-0035.

Manager of Benefit Administration, Lisa Holocker at (216) 264-2719 or Lisa.Holocker@nfp.com
Sr. Account Executive Nancy Petel at (216) 264-2726 or Nancy.Petel@nfp.com