

Whom Do I call?

From time to time, you may wish to call and ask questions about your benefits, options, and other matters. Whom do you call for what type of information?

District Office 529-8702

You should contact the District for questions about:

- Payroll deductions
- Plan coverage beginning or ending dates
- Change of address or phone number
- Enrolling dependents (family member, spouse, domestic partner, newborn, etc.)
- Removing a dependent (due to divorce, an over-age, etc.)
- Dependent status change (getting married, death in the family, etc.)

The District office can forward any required paperwork to CVT when applicable.

California's Valued Trust 800-288-9870

You should contact CVT for questions about:

- Eligibility
- Replacement or additional ID cards
- Retiree health benefit coverage
- COBRA coverage (continuing benefit coverage through CVT after terminating employment)
- Insurance carrier phone numbers not listed on your insurance card(s)

CVT's toll-free line is answered Monday-Friday, 8 am to 5 pm. CVT operates without a "phone tree," and every call is answered by a receptionist and forwarded to the requested person or member services representative assigned to your district or chapter. An answering machine is also available to leave a message after normal business hours. Members may also email CVT anytime at memberservices@cvtrust.org.

Register for MyCVT at www.mycvt.cvtrust.org to see your Summary of Benefits and Coverage, print an ID card, and link to Dental and Vision providers.

Contacting Your Carrier

CVT provides the best-of-the-best in healthcare. Being a member of CVT brings you many different partners who are leading carriers in the healthcare industry. You may see many different products and provider names associated with your benefits, but it's important to note that they are your partners through CVT.

You should contact your carrier (Anthem Blue Cross) if you have questions about the following:

- Explanation of benefits (EOB)
- Deductibles
- Out of Pocket Maximums
- Claims status

- Billing or balance billing by a provider service
- Coordination of benefits (COB)
- Prior authorization is required

Anthem Blue Cross 800-234-4333

Anthem supports CVT members with a dedicated unit staffed with 17 associates who are well versed in CVT benefit programs. They are available to answer questions regarding your benefits, claims, provider billings, and authorizations.

Register your Member ID at www.anthem.com/register

CVS/caremark 888-354-6390

You should contact CVS/caremark for questions about:

- Prescription Transfers
- Prior authorizations for medications
- Specialty medications

Contacting CVS/caremark for PPO Plan Members

CVS/caremark supports CVT PPO members with their prescription drug coverage. Call or visit caremark.com.

Register for a Member ID account at caremark.com/wps/portal/register_online

Is there an app for that?

Yes!

Visit the App Store or Google Play to download apps for Sydney Health (Anthem), Caremark, Delta Dental, VSP, MDLive, and other value-added partners.