

EdCare Questions and Answers



Eligibility:

- Q. What is the definition of an eligible dependent?
A. An eligible dependent is a Legal Spouse or Dependent Children up to the age of 26 (birth, adopted, step or legal guardian).
- Q. How long after a qualified event do I have to enroll my dependents?
A. You have 31 days from the event date (marriage, divorce, legal separation, domestic partnership status change, birth or adoption of a child, or change in spouse's or domestic partner's benefits or employment status)

Dental:

- Q. Where do I call for dental benefit or claim questions?
A. You can call Ameritas at 800.487.5553
- Q. How do I look up an Ameritas provider?
A. All Ameritas providers can be located at www.ameritasgroup.com

Vision:

- Q. Where do I call for vision benefit or claim questions?
A. You can call Vision Service Plan (VSP) at 800.877.7195
- Q. How do I look up a VSP provider?
A. All VSP providers can be located at www.vsp.com
- Q. If I don't have a vision card, how do I make an appointment?
A. Let the provider know you have VSP insurance and provide them with your social security number.

Live Health Online:

- Q. What is the cost of Live Health Online?
A. Live Health Online has a **\$0 copay.**

Q. How do I register?

A. Log onto www.livehealthonline.com or download the app. Be sure to follow the prompts and use the subscriber ID that is on your ID card. All ID numbers start with DLI.

Q. What do I do if I get charged a copay in error?

A. Call the Live Health Online customer service at 888.548.3432 and allow 4-6 weeks for reimbursement. To alleviate this from happening, be sure to enter the correct ID number.

Baby Connect:

Q. What is Baby Connect?

A. Baby Connect is support and assistance to take steps towards a healthy pregnancy and is no cost to you as the member.

Q. Who can access Baby Connect?

A. This free and effective support is available for all covered employees and spouses from first trimester through postpartum. You must register for the service within your first 2 trimesters.

Q. How do I sign up for Baby Connect?

A. You can contact Delta Team Care at 866.724.0032 or at teamcare@delapro.com.

Medical:

Q. Who can I contact for medical benefit or claims questions?

A. You can call Delta Health Systems customer service at 800.433.2566 or login to your account at Delta Health Systems website at www.deltahealthsystems.com

Q. Do we have a chiropractic network?

A. Yes. Our chiropractic network is through Physmetrics. Providers can be found at www.edcarechiro.com. You can call them at 559.400.6220 with questions.

Q. Do we have mental health and substance abuse coverage?

A. Yes. Halcyon is our mental health and substance abuse provider. To access this benefit, you can call Halcyon at 559.751.0015 or go to the website at www.edcaremhsa.com .

Prescription Drugs:

Q. Who can I call if I have questions on prescription drug benefits?

A. Integrated Prescription Management (IPM) continues to be our vendor. They can be reached at 877.860.8846 or on the website at www.rxipm.com.

Q. Do I need to use a specific pharmacy?
A. All non-maintenance drugs can be purchased at any retail pharmacy.
All maintenance drugs must be purchased through one of our mail order vendors, BK pharmacy or Walgreens.

Q. How do I contact BK Pharmacy?
A. BK Pharmacy can be reached at 559.228.1888 or at <http://www.refillrx.com>

Q. Where can I find a list of excluded drugs?
A. You can go to the IPM website at www.rxipm.com and register or call them at 877.860.8846.

A partial list of non-covered prescriptions is: over the counter products, drugs for the treatment of ADD/ADHD, erectile dysfunction drugs, IUDs, topical testosterone, and cosmetic drugs. Please always refer to IPM for the most up to date information.

Employee Assistance Program (EAP):

Q. What type of benefits can I get through the EAP?
A. This is a free, confidential services for you and members in your household for short term counseling, care referrals, legal assistance and financial assistance.

Q. How do I use this benefit?
A. Halcyon is our EAP vendor and can be reached at 559.549.3237 or on the website www.halcyoneap.com . The username for the web access is *edcare*.

Q. How is the EAP different from mental health services?
A. The EAP is for short term help with everyday issues. If issues are not resolved, and extended care is required, this would move to the medical plan as mental health benefits.

Q. I need to make an appointment to talk to a counselor. Can I select a provider from the list and make an appointment?
A. When seeking care through the EAP, when you call-in, they will triage you and assist you in finding a provider that will best meet your needs.