

# Who do I call?

## Eligibility and earnings

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| Eligibility, earnings, other issues related to the Plan            | Contact the Plan, or log in to Benefits Manager at <a href="https://my.sagafttraplans.org/health">my.sagafttraplans.org/health</a> | (800) 777-4013<br><a href="https://sagafttraplans.org/health">sagafttraplans.org/health</a> |
| Healthcare issues Anthem or another benefit provider can't resolve |  |   |

| For information on | What you want to do | Where you can go | Phone and online |
|--------------------|---------------------|------------------|------------------|
|--------------------|---------------------|------------------|------------------|

## Medical and hospital benefits

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|---|---|--|--|
| <b>Claims and appeals</b> for services before January 1, 2023 | <ul style="list-style-type: none"> <li>File a claim</li> <li>Request an appeal</li> </ul>   | Contact the Plan, or log in to Benefits Manager at <a href="https://my.sagafttraplans.org/health">my.sagafttraplans.org/health</a> | (800) 777-4013<br><a href="https://sagafttraplans.org/health">sagafttraplans.org/health</a>  |
| <b>Claims and appeals</b> for services after January 1, 2023  | <ul style="list-style-type: none"> <li>File a claim</li> <li>Request an appeal</li> </ul> <p><b>Ask a question like...</b><br/><i>What is the status of my claim?</i><br/><i>How do I file an appeal?</i></p> | <b>Anthem</b> <ul style="list-style-type: none"> <li>Anthem Member Portal</li> <li>Sydney Health app</li> </ul>                    | (833) 414-5790<br>Download the Sydney Health app on <a href="https://play.google.com/store/apps/details?id=com.anthem.sagafttraplans">Google Play</a> or the <a href="https://apps.apple.com/ca/app/sagafttraplans">Apple App Store</a><br><a href="https://anthem.com/ca">anthem.com/ca</a> |
| <b>Benefits</b>   | <p><b>Ask a question like...</b><br/><i>Is my service covered?</i><br/><i>I need to precertify my surgery</i></p>   |  |  |
| <b>Telehealth network</b> for medical care                    | <ul style="list-style-type: none"> <li>Schedule an appointment</li> <li>Speak to a provider</li> </ul> <p><b>Ask a question like...</b><br/><i>How much does this appointment cost?</i></p>                   |  |  |
| <b>Unresolved and / or escalated issues</b>                   | <ul style="list-style-type: none"> <li>Contact the Plan <i>after</i> calling Anthem</li> </ul>  | Contact the Plan, or log in to Benefits Manager at <a href="https://my.sagafttraplans.org/health">my.sagafttraplans.org/health</a> | (800) 777-4013<br><a href="https://sagafttraplans.org/health">sagafttraplans.org/health</a>  |

| For information on                                      | Who to contact   | Phone and online  |
|---|--|---|
| <b>Behavioral health benefits</b>                       |  |   |
| Behavioral health and substance use disorder            | Beacon Health Options  | (866) 277-5383<br><a href="https://achievesolutions.net/sag-aftra">achievesolutions.net/sag-aftra</a>   |
| Virtual visits for behavioral health services           | MDLIVE   | (800) 400-6354<br><a href="https://mdlive.com">mdlive.com</a>   |
| <b>Other benefits</b>                                   |  |   |
| Prescription drug benefits                              | CVS Caremark   | (833) 741-1361<br><a href="https://caremark.com">caremark.com</a>   |
| Specialty medication benefits                           | PrudentRx Copay Program  | (800) 578-4403  |
| Dental benefit  | Delta Dental   | (800) 846-7418<br><a href="https://deltadentalins.com/sag-aftra">deltadentalins.com/sag-aftra</a>   |
| Vision benefit  | Vision Service Plan (VSP)  | (800) 877-7195<br><a href="https://vsp.com">vsp.com</a>   |
| Life insurance and AD&D                                 | MetLife  | (800) 777-4013<br><a href="https://sagafttraplans.org/health">sagafttraplans.org/health</a>   |
| <b>Specialized care coordination and tools</b>          |  |   |
| <b>New!</b> Total Health, Total You                     | <ul style="list-style-type: none"> <li>• Sydney Health app</li> <li>• Anthem Member Portal</li> </ul>  | (844) 928-3682<br>Download the Sydney Health app on <b>Google Play</b> or the <b>Apple App Store</b><br><a href="https://anthem.com/ca">anthem.com/ca</a> |
| <b>New!</b> Prescription drug savings                   | Rx Savings Solutions (RxSS)  | (800) 268-4476<br><a href="https://myrxss.com">myrxss.com</a>   |
| <b>New!</b> Surgery care coordination                   | Transcarent Surgery Care   | (855) 601-0667  |
| Unresolved and /or escalated issues related to benefits | Contact the Plan <i>after</i> calling the benefit provider, or log in to Benefits Manager at <a href="https://my.sagafttraplans.org/health">my.sagafttraplans.org/health</a> | (800) 777-4013<br><a href="https://sagafttraplans.org/health">sagafttraplans.org/health</a>   |