

# Frequently Needed Numbers For Frequently Asked Questions



## Phone Numbers and Directions

**800-437-8500**

**MUST Claims**

- Select Option 2 (24-hour automated claims inquiry)  
*Then select one of the following:*
- Option 4 (Customer Service)
- Option 5 (Year-to-date deductibles and out-of-pocket amounts)

**800-895-0690**

**Caremark**

**TDD: 800-231-4403** (for Standard and Enhanced Pharmacy Plan members\*)

- Follow the voice prompts or say “representative” to be transferred directly to a customer service agent.

**888-850-8146**

**Caremark**

**TDD: 800-231-4403** (for Pharmacy Discount Card members\*)

- Follow the voice prompts or say “representative” to be transferred directly to a customer service agent.

**800-237-2767**

**Caremark Specialty Pharmacy Program\***

**TDD: 800-231-4403**

- Follow the voice prompts or say “representative” to be transferred directly to a customer service agent.

**866-598-3972** (Inpatient Hospital Stays) **APS, Inc.**

**866-598-3974** (Case Management Services)

**800-845-7283**

**MSSF/MUST Administration**

**www.mustbenefits.org**

**MUST Web site**

## Applicable Questions

- What services are covered by my plan?
- What is the status of my claim?
- Why was my claim denied?
- Why was a claim paid the way it was?
- How do I appeal a claim?
- What is meant by the information on my Explanation of Benefits?

- Is my pharmacy in the Caremark network?
- How much can I expect to pay for prescriptions?
- How do I register for the Caremark mail-order service or check the status of an order?

*\*For members enrolled in the following plans: Revised Major Medical, Comprehensive Major Medical, or Catastrophic.*

- How does the Pharmacy Discount Program work?
- Is my pharmacy in the Caremark network?
- How much can I expect to save on retail drugs?

*\*For members enrolled in the following plans: Basic or HSA-qualifying High Deductible Health.*

- What is the Caremark Specialty Pharmacy Program?
- How much will my prescriptions cost?
- How and when will my prescription be shipped?

*\*For members who take high-cost biotech injectable or oral medications.*

- Who should I call for certification of surgical, inpatient hospital, psychiatric, or chemical dependency treatments?
- Who should I call regarding maternity notification, newborn admissions, or pregnancy-related questions?

- Who should I call if I need more help with a claim after calling the claims office listed at the top of the page?
- Who should I call if I have a question about MUST eligibility, enrollment, billing, or marketing?

- What kind of information is available online?
  - Benefit Summary, SPD, and other plan materials
  - MUST forms (enrollment, change, etc.)
  - Links to claims Web site, pharmacy Web site, etc.
  - Common questions and answers