

# Frequently Needed Numbers For Frequently Asked Questions



## Phone Numbers and Directions

## Applicable Questions

**877-714-5556**

**MUST Claims**

→ MUST claims are processed by First Choice Health.

- What services are covered by my plan?
- What is the status of my claim?
- Why was a claim paid the way it was?
- Why was my claim denied?

**800-895-0690**

**TDD: 800-231-4403**

**Caremark**

(for Standard, Enhanced,  
and HDHP Pharmacy Plan members\*)

→ Follow the voice prompts or say "representative" to be transferred directly to a customer service agent.

- 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 and HDHP Plans.*

**888-850-8146**

**TDD: 800-231-4403**

**Caremark**

(for Pharmacy Discount  
Card members\*)

→ Follow the voice prompts or say "representative" to be transferred directly to a customer service agent.

- 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 Basic Plan.*

**800-237-2767**

**TDD: 800-231-4403**

**Caremark Specialty  
Pharmacy Program\***

→ Follow the voice prompts or say "representative" to be transferred directly to a customer service agent.

- 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.*

**877-714-5557**

**Pre-authorization**

- Who should I call for certification of surgical, inpatient hospital, newborn admissions, and certain outpatient services?

**800-756-7751**

**Maternity Program**

- Who should I call regarding maternity notification and other pregnancy-related questions?

**800-808-0450**

**Case Management**

- Who should I call to get help understanding my medical condition, treatment, or to help coordinate care with providers?

**800-845-7283**

**MSSF/MUST  
Administration**

- 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?

**www.mustbenefits.org**

**MUST Web site**

- 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