



BRETHREN IN CHRIST CHURCH

Health Plan

Contact Information

If you have questions about the Brethren in Christ Church Health Plan, please contact the appropriate phone number, email or web site listed below.

For medical benefit information such as:

- Claim payment status
- Whether a provider is in the network
- Confirmation of coverage
- Questions on Explanation of Benefits (EOBs)
- To reorder a membership card
- Precertification of a planned inpatient admission or within 48 hours of an emergency admission*
- If you have problems or concerns regarding your prescription drug benefit

For plan enrollment information (including health, vision and dental) such as:

- Enrollment of new hires and family members
- Termination of coverage
- Changes in personal information

For dental coverage information such as:

- Claim payment status
- Whether a dentist is a participating provider
- Confirmation of coverage
- To reorder a membership card

For HRA information:

- Administration of the plan
- If you have questions regarding your HRA

Call the **Highmark Dedicated Member Service Unit** at **1.800.226.2239** or go to the Highmark web site **www.highmarkbcbs.com**

Call **Joy Sider** at MMA-Keystone Financial Associates, **1.717.375.2139**
Joy.Sider@MMAPartners.org

Heritage Choice Dental Plan
Customer Care Number: **1.800.521.3535**

United Concordia
1.800.332.0366

Call **Barb Jones** at Everence,
1.800.222.5054 Ext. 3453
barb.jones@everence.com

*Most facility providers will contact Highmark BCBS and obtain precertification of the admission on your behalf. However, it is your responsibility to verify that the admission is precertified. If this does not occur and it is later determined that all or part of the inpatient stay was not medically necessary or appropriate the patient will be responsible for payment of any costs not covered.