

2025 Individual & Family Plans

Important Member Services Numbers

The phone numbers below are provided as a quick reference so you can direct members to the appropriate resource.

Member services	Contact	Member services	Contact
Alabama	888-200-0327	Virginia	877-265-9199
Arizona	877-482-9045	Washington	888-832-0969
Colorado	888-809-6539	Wisconsin	866-569-3468
Florida	888-200-0405	Wyoming	866-569-3468
Georgia	800-609-9754		
Illinois	888-200-0325		
Indiana	866-593-3299		
Iowa	800-396-8535		
Kansas	866-761-7748		
Louisiana	866-268-6438		
Maryland	800-691-0021		
Michigan	888-200-0324	Available hours: 8 am to 8 pm local time, Monday through Friday, in most states. In New Mexico available hours: 24 hours a day, 7 days a week.	
Missouri	877-940-4172		
Mississippi	888-239-1451		
Nebraska	866-288-2776		
New Jersey	866-569-0328		
New Mexico	866-569-3491		
North Carolina	800-980-5357		
Ohio	800-331-4680		
Oklahoma	800-980-5319		
South Carolina	866-569-2094		
Tennessee	877-250-8188		
Texas	866-811-2704		
Department		Contact	
Claims, eligibility & benefit questions		877-842-3210	
Dental benefits		877-816-3596	
Vision benefits		800-638-3120	
HSA eligible plans		800-523-5800	
Rx		800-356-3477	
Optum Virtual Care (OVC)		800-442-4250	
Kelsey-Seybold		877-369-2073	