

# Contact Information (Continued on inside back cover)

## APS HEALTHCARE INC.

### **SHP Mental Health and Substance Abuse**

Claims, State of SC  
P.O. Box 1307  
Rockville, MD 20849  
**Customer Service:** 800-221-8699  
**Tobacco Treatment:** 866-784-8454  
**Fax:** 888-897-8931  
[www.apshealthcare.com](http://www.apshealthcare.com) (password=statesc)

## BLUECHOICE HEALTHPLAN OF SOUTH CAROLINA

P.O. Box 6170  
AX-435  
Columbia, SC 29260-6170  
**Member Services:**  
800-868-2528  
803-786-8476  
[www.BlueChoiceSC.com](http://www.BlueChoiceSC.com)

## BLUECROSS BLUESHIELD OF SOUTH CAROLINA (BCBSSC)

### **SHP Standard Plan, Savings Plan, Medicare Supplemental Plan**

P.O. Box 100605  
Columbia, SC 29260-0605  
**Customer Service Center:** 800-868-2520  
803-736-1576  
**Fax:** 803-264-4204  
[www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com)

### **Medi-Call**

BlueCross BlueShield of SC  
AX-650  
I-20 at Alpine Road  
Columbia, SC 29219  
800-925-9724  
803-699-3337  
**Fax:** 803-264-0183

### **BlueCard**

800-810-BLUE (2583)

### **National Imaging Associates**

866-500-7664

### **State Dental Plan, Dental Plus**

BlueCross BlueShield of SC  
P.O. Box 100300  
Columbia, SC 29202-3300  
**Customer Service:** 888-214-6230  
803-264-7323  
**Fax:** 803-264-7739  
[www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com)

## CIGNA HEALTHCARE HMO

P.O. Box 5200  
Scranton, PA 18505-5200  
**Member Services:** 800-244-6224  
[www.cigna.com](http://www.cigna.com)

## EMPLOYEE INSURANCE PROGRAM (EIP)

**Street Address:**  
1201 Main Street, Suite 300  
Columbia, SC 29201  
**Mailing Address:**  
P.O. Box 11661  
Columbia, SC 29211-1661  
**Customer Service:**  
803-734-0678 (Greater Columbia area)  
888-260-9430 (toll-free outside Columbia area)  
**Retiree Billing:** 803-734-1696  
**Fax:** 803-737-0825  
[www.eip.sc.gov](http://www.eip.sc.gov)

## EYEMED VISION CARE

**State Vision Plan**  
**Claims Address:** OON Claims  
P.O. Box 8504  
Mason, OH 45040-7111  
**Customer Care Center:** 877-735-9314  
[www.eyemedvisioncare.com](http://www.eyemedvisioncare.com)

## FRINGE BENEFITS MANAGEMENT COMPANY (FBMC)

**MoneyPlu\$**  
P.O. Box 1878  
Tallahassee, FL 32302-1878  
3101 Sessions Road  
Tallahassee, FL 32303  
**Customer Care Center:** 800-342-8017  
**Automated Information:** 800-865-FBMC (3262)  
**Claims Fax:** 888-800-5217  
[www.myFBMC.com](http://www.myFBMC.com)

## MEDCO PRESCRIPTION DRUG PROGRAM

**State Health Plan**  
**Claims Address:** Medco Health Solutions, Inc.  
P.O. Box 14711  
Lexington, KY 40512  
**Customer Service:** 800-711-3450  
[www.medco.com](http://www.medco.com)

# Contact Information (Continued from inside front cover)

## MEDICARE

800-633-4227  
877-486-2048 (TTY)  
[www.medicare.gov](http://www.medicare.gov)

## METLIFE

**Basic Life, Optional Life, Dependent Life**  
P.O. Box 14069  
Lexington, KY 40512-4069  
**Customer Service:** 800-638-6420, Prompt 2  
**Statement of Health:** 800-638-6420, Prompt 1  
[www.metlife.com](http://www.metlife.com)

## THE PRUDENTIAL INSURANCE COMPANY OF AMERICA

**Long Term Care**  
P.O. Box 8526  
Philadelphia, PA 19176-8526  
**Customer Service:** 877-214-6588  
**Fax:** 877-773-9515  
[www.prudential.com/glctweb](http://www.prudential.com/glctweb)

## SOCIAL SECURITY ADMINISTRATION (SSA)

800-772-1213  
800-325-0778 (TTY)  
[www.socialsecurity.gov](http://www.socialsecurity.gov)

## SOUTH CAROLINA RETIREMENT SYSTEMS (SCRS)

P.O. Box 11960  
Columbia, SC 29211-1960  
**Customer Service:**  
803-737-6800  
800-868-9002 (toll-free in S.C. only)  
[www.retirement.sc.gov](http://www.retirement.sc.gov)

## STANDARD INSURANCE COMPANY (The Standard)

**Basic Long Term Disability, Supplemental Long Term Disability**  
P.O. Box 2800  
Portland, OR 97208-2800  
**General Information and Claims:** 800-628-9696  
**Fax:** 800-437-0961  
**Medical Evidence of Good Health:** 800-843-7979  
[www.standard.com](http://www.standard.com)

## ACRONYMS AND INITIALS

BA	Benefits Administrator
BIN	Benefits Identification Number
COBRA	Consolidated Omnibus Budget Reconciliation Act
DBA	Daily Benefit Amount (Long Term Care)
DCSA	Dependent Care Spending Account (MoneyPlu\$)
EOB	Explanation of Benefits
FMLA	Family and Medical Leave Act
HIPAA	Health Insurance Portability and Accountability Act
HMO	Health Maintenance Organization
HSA	Health Savings Account
IBG	<i>Insurance Benefits Guide</i>
MSA	Medical Spending Account (MoneyPlu\$)
MSN	Medicare Summary Notice
NBSC	National Bank of South Carolina
NOE	Notice of Election form
PCP	Primary Care Physician
PPO	Preferred Provider Organization
RNOE	Retiree Notice of Election form
SHP	State Health Plan
SSN	Social Security Number

## BOXES AND SYMBOLS

Boxes highlight information that may be important to you.



A box with a question mark contains information that answers a question.



A box with a book provides information about where to go to learn more about a topic.



A box or a section with an apple provides information about how to stay healthy or control disease.