

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
Password: statesc

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
Wellness Management: 800-868-2500,
Prompt 1 then extension 49043
Fax: 803-264-4204
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

If you have a question about a **claim** or need a new **ID card**, please contact the carrier, such as BlueCross BlueShield of S.C., listed below.

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

CIGNA HealthCare HMO

P.O. Box 5200
Scranton, PA 18505-5200
Member Services: 800-244-6224
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

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

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

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

Medicare

800-633-4227
877-486-2048 (TTY)
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
Retiree Customer Service: 866-492-6983
www.metlife.com

Contact Information (Continued from inside front cover)

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/gltcweb
Group Name: eipltc
Access Code: carolina

Social Security Administration (SSA)

800-772-1213
800-325-0778 (TTY)
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

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

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	Insurance Benefits Guide
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.