

**CareFirst BlueCross BlueShield**  
**WHERE TO CALL WITH QUESTIONS**  
**Eastern Shore of Maryland Educational Consortium**

Services you receive may require some form of pre-treatment approval. If you need assistance in determining if approval is required or if you have any questions concerning benefits, please contact a Service Representative at any of our local offices. Online access offers secure, password-protected Internet access to your health plan information. Create your own account to have access to information on your claims, eligibility, network providers and more. You can also order replacement ID cards, download forms and contact customer service via secure email.

<b>For Questions Concerning:</b>		
<b>Online Access - Claims</b>	<b>www.carefirst.com My Account</b>	
<b>Medical Claims</b>	<b>1-877-691-5856</b>	Mail Out-of Network Claims to: Mail Administrator P.O. Box 14115 Lexington, KY 40512-4115
<b>Salisbury District Office:</b>	8:30 AM to 4:30 PM <b>(410) 742-3274</b> Salisbury.do@carefirst.com	224 Phillip Morris Drive, Suite 106 Salisbury, Maryland 21804-1962
<b>Easton District Office:</b>	<b>1 800 334-3427 Press 4</b> Easton.do@carefirst.com	301 Bay Street, Suite 401 Easton, Maryland 21601
<b>Annapolis District Office:</b>	<b>(410) 268-6488</b>	151-West Street #101 Annapolis, Maryland 21401
<b>Pharmacy Claims Retail</b>	CVS Caremark <b>1-800-241-3371</b>	Mail Out-of Network Claims to: P.O. Box 52136 Phoenix, AZ 85072-2136
<b>Pharmacy Mail Order</b>	CVS Caremark <b>1-800-241-3371</b>	P.O. Box 94467 Palatine, IL 60094-4467
<b>Dental Claims *</b>	CareFirst Dental Business Operations <b>1-866-891-2802</b>	Mail Out-of Network Claims to: Mail Administrator P.O. Box 14115 Lexington, KY 40512-4115
<b>Vision Claims *</b>	Davis Vision <b>1-800-783-5602</b>	Mail Out-of Network Claims to: P.O. Box 1525 Latham, NY 12110
<b>Magellan Behavioral Health</b>	For inpatient psychiatric or substance abuse treatment certification. <b>1-800-245-7013</b>	
<b>Utilization Management &amp; Case Management</b>	Inpatient & Outpatient Pre-Authorization <b>1-866-773-2884</b>	
<b>CareEssentials</b> Disease Management Program	<b>1-800-783-4582</b> a personalized, confidential and voluntary program that helps people with conditions like diabetes or asthma manage their overall health	

\*The vision and dental options available to you may vary depending upon your employer.

**NOTE: Medical claims must be filed by the end of the year following the year during which the services were rendered. For example, claims for services rendered in 2013 must be filed no later than December 31, 2014. Dental, Pharmacy & Vision claims must be filed no later than one year from the date of service.**

To find participating Preferred Providers in Maryland call 1-800-872-5310 or reach us on the World Wide Web at:  
<http://www.carefirst.com>

To find participating BlueCard PPO healthcare providers outside of Maryland, Call BlueCard Access at: 1-800-810-BLUE (2583)  
 Reach us on the World Wide Web at

Inside U.S.: <http://www.bcbs.com/coverage/bluecard/>

Outside U.S.: <http://www.bcbs.com/coverage/bluecard/bluecard-worldwide.html>