

## 2019 Contact Connection Directory

Vendor	Program(s)	Address for benefits administrators' use	Benefits administrators' contact(s)	Address for subscribers' use	Subscribers' contact(s)
<b>BlueCross BlueShield of South Carolina</b>  <a href="http://www.state.scouthcarolinablues.com">www.state.scouthcarolinablues.com</a>  <a href="http://www.companionbenefitalternatives.com">www.companionbenefitalternatives.com</a>	State Health Plan	State Health Plan P.O. Box 100605 Columbia, SC 29260-0605	<b>Customer Service:</b> 800.868.2520 803.736.1576 <b>Fax:</b> 803.264.4204 <b>Website/supplies:</b> Wanda Evans 803.264.4463	State Health Plan P.O. Box 100605 Columbia, SC 29260-0605	<b>Customer Service Center:</b> 800.868.2520 or 803.736.1576 <b>Weight management/chronic disease management:</b> 855.838.5897, option 2
	Medi-Call	BlueCross BlueShield of SC AF 650 I-20 Alpine Road Columbia, SC 29219	<b>Customer Service:</b> 800.925.9724 803.699.3337 <b>Fax:</b> 803.264.0183 <b>Website/supplies:</b> Ken Tyler 803.264.4312 Edde Journey 803.264.3738	BlueCross BlueShield of SC AF 650 I-20 Alpine Road Columbia, SC 29219	800.925.9724 803.699.3337 <b>Fax:</b> 803.264.0183
	Behavioral health	State Health Plan P.O. Box 100605 Columbia, SC 29260-0605	<b>Customer Service:</b> 800.868.2520 803.736.1576 <b>Fax:</b> 803.714.6456 <b>Website/supplies:</b> Scottie Claiborne 803.382.5791	State Health Plan P.O. Box 100605 Columbia, SC 29260-0605	<b>Customer Service:</b> 800.868.2520 or 803.736.1576 <b>Precertification:</b> 800.868.1032 <b>Case management/behavioral health coaching:</b> 800.868.1032 ext. 25835
	State Dental Plan Dental Plus	BlueCross BlueShield of SC P.O. Box 100300 Columbia, SC 29202	<b>Customer Service:</b> 888.214.6230 803.264.3702 <b>Fax:</b> 803.264.7739 <b>Website/supplies:</b> Sharon Grier 803.264.2089	BlueCross BlueShield of SC P.O. Box 100300 Columbia, SC 29202	<b>Customer Service:</b> 888.214.6230 or 803.264.7323 <b>Fax:</b> 803.264.7739

Vendor	Program(s)	Address for benefits administrators' use	Benefits administrators' contact(s)	Address for subscribers' use	Subscribers' contact(s)
<b>Selman &amp; Company</b> <a href="http://www.selmantricareresource.com/sc">www.selmantricareresource.com/sc</a>	GEA TRICARE Supplement Plan	6110 Parkland Blvd. Cleveland, OH 44124	<b>Client Management:</b> Stephanie Gingrich 800.638.2610 ext. 262 <a href="mailto:shrouda@selmanco.com">shrouda@selmanco.com</a> <b>Enrollment:</b> 800.638.2610 option 2	P.O. Box 2150 Rockville, MD 20847	<b>Customer service:</b> 866.637.9911, option 1 <b>Customer service fax:</b> 440.646.9339 <b>Enrollment questions:</b> 800.638.2610, option 1 <b>Customer Service email:</b> <a href="mailto:memberservices@selmanco.com">memberservices@selmanco.com</a>
<b>Express Scripts</b> <a href="http://www.Express-Scripts.com">www.Express-Scripts.com</a>	Prescription Drug Program  Express Scripts Medicare		<b>Client Service Team:</b> 855.612.3128 <b>Website/supplies:</b> 855.612.3128	State Health Plan Prescription Drug Program Express Scripts Attn: Commercial claims P.O. Box 2872 Clinton, IA 52733-2872  Express Scripts Medicare Express Scripts Attn: Medicare Part D P.O. Box 14718 Lexington, KY 40512-4718	<b>Customer service:</b> 855.612.3128 800.716.3231 (TTY)
<b>EyeMed</b> <a href="http://www.eyemed.com">www.eyemed.com</a>	State Vision Plan	EyeMed 4000 Luxottica Place Mason, OH 45040	<b>Customer service:</b> 877.735.9314 <b>Benefits administrator client service team:</b> Margo Middlemas 888.865.4583, option 3 <b>Health fair/open enrollment event support:</b> <a href="mailto:openenrollment@eyemed.com">openenrollment@eyemed.com</a> <b>Account manager:</b> Sherry Bowling 513.765.3933 Fax: 513.492.3933	EyeMed 4000 Luxottica Place Mason, OH 45040  <b>Out-of-network claims:</b> EyeMed Vision Care Attn: OON Claims P.O. Box 8504 Mason, OH 45040-7111	<b>Customer service:</b> 877.735.9314

Vendor	Program(s)	Address for benefits administrators' use	Benefits administrators' contact(s)	Address for subscribers' use	Subscribers' contact(s)
<b>MetLife</b> <a href="http://www.metlife.com/scpeba">www.metlife.com/scpeba</a>	Basic Life/AD&D  Optional Life/AD&D  Dependent Life-Spouse/AD&D  Dependent Life-Child	<b>Retirees:</b> MetLife Recordkeeping and Enrollment Services P.O. Box 14401 Lexington, KY 40512-4401 888.507.3767 <b>Statement of Health:</b> MetLife Statement of Health Unit P.O. Box 14069 Lexington, KY 40512-4069 Fax: 859.225.7909 <a href="mailto:SOHSubmissions@metlife.com">SOHSubmissions@metlife.com</a> <b>Claims:</b> MetLife Group Life Claims P.O. Box 6100 Scranton, PA 18505-6100 Fax: 570.558.8645	<b>Statement of Health:</b> 800.638.6420, option 1 <b>Retirees:</b> 888.507.3767 <b>Claims:</b> 800.638.6420 <b>Continuation:</b> 866.492.6983 <b>Conversion:</b> 877.275.6387 <b>Fax:</b> 866.545.7517 <b>Escalated issues:</b> Stephanie Brisker 770.407.2436	<b>Retirees:</b> MetLife Recordkeeping and Enrollment Services for Retirees P.O. Box 14401 Lexington, KY 40512-4401  <b>Statement of Health:</b> MetLife Statement of Health Unit P.O. Box 14069 Lexington, KY 40512-4069 Fax: 859.225.7909 <a href="mailto:SOHSubmissions@metlife.com">SOHSubmissions@metlife.com</a> <b>Claims:</b> MetLife Group Life Claims P.O. Box 6100 Scranton, PA 18505-6100 Fax: 570.558.8645	<b>Statement of Health:</b> 800.638.6420, option 1 <b>Retirees:</b> 888.507.3767 <b>Claims:</b> 800.638.6420 <b>Continuation:</b> 866.492.6983 <b>Conversion:</b> 877.275.6387 <b>Fax:</b> 866.545.7517
<b>The Standard Insurance Company</b> <a href="http://www.standard.com/mybenefits/southcarolina">www.standard.com/mybenefits/southcarolina</a>	Basic Long Term Disability  Supplemental Long Term Disability	The Standard P.O. Box 2800 Portland, OR 97208  The Standard 900 SW Fifth Avenue Portland, OR 97204	<b>Claims inquiries:</b> 800.628.9696 <b>Fax:</b> 800.437.0961 <b>Medical evidence:</b> 800.843.7979 <b>Website/supplies</b> (Windsor O'Neal): 800.231.0065	The Standard P.O. Box 2800 Portland, OR 97208  The Standard 900 SW Fifth Avenue Portland, OR 97204	<b>Claims inquiries:</b> 800.628.9696 <b>Fax:</b> 800.437.0961 <b>Medical evidence:</b> 800.843.7979

Vendor	Program(s)	Address for benefits administrators' use	Benefits administrators' contact(s)	Address for subscribers' use	Subscribers' contact(s)
<b>ASIFlex</b> <a href="http://www.ASIFlex.com/SCMoneyPlus">www.ASIFlex.com/SCMoneyPlus</a>	MoneyPlus	<b>Claims, direct deposits and other communication:</b> ASIFlex P.O. Box 6044 Columbia, MO 65203	<b>Customer Service:</b> 833.SCM.PLUS (833.726.7587) <a href="mailto:asi@asiflex.com">asi@asiflex.com</a> <b>Fax:</b> 877.879.9038  <b>Day-to-day Assistant Account Manager:</b> Maureen "Mo" Willoh 573.777.5635 888.602.4132, ext. 5635 <a href="mailto:SC@asiflex.com">SC@asiflex.com</a>  <b>Account Manager:</b> Gordon Sherard 573.239-9692 <a href="mailto:gsherard@asiflex.com">gsherard@asiflex.com</a>  <b>Backup account manager team:</b> 888.602.4132  <b>Data Team Lead (payroll deduction file processing)</b> Jason House <a href="mailto:SCdata@asiflex.com">SCdata@asiflex.com</a>	ASIFlex P.O. Box 6044 Columbia, MO 65203	<b>Customer service:</b> 833.SCM.PLUS (833.726.7587) <a href="mailto:asi@asiflex.com">asi@asiflex.com</a> <b>Fax:</b> 877.879.9038 <b>Central Bank HSA customer service:</b> 800.749.5344