



WCA GROUP HEALTH TRUST

## BENEFITS CONTACT LIST

### UMR (MEDICAL PLAN)

- **To find out if a provider is in the network**, call Customer Service at **800-926-9781** or login to [www.umar.com](http://www.umar.com) and:
  - Click on Provider Network
  - Click on View Providers
    - For a medical provider:
      - Click on Search for a Medical Provider
      - Enter the zip code or the city and state of the provider
      - Then you are then ready to search for a provider
    - For a behavioral health provider:
      - Click on View Directory of Behavioral Health Providers
      - Click on Change Location
      - Enter the zip code or the city and state of the provider
      - Click Update Location
      - Then you are ready to search for a provider
- **For claims questions**, call **800-926-9781**.
- **If a service requires prior authorization** (i.e., inpatient hospital stays, behavioral health inpatient or residential stays, transplants and related services, skilled nursing facility stays, durable medical equipment exceeding \$1,000, clinical trials, dialysis, chemotherapy, infusion therapy and genetic testing), have your physician call **800-808-4424**.
- **If a service does not require prior authorization but you want to know if a service will be covered** (such as, an outpatient surgery, an oral surgical procedure, etc.), have your physician fax a **predetermination request** to **877-293-4926**. All procedure and diagnosis codes and supporting medical records must be included.

**CVS CAREMARK (PRESCRIPTIONS)** - You may obtain most prescriptions at your local pharmacy or through CVS Caremark's mail order program, up to a 90-day supply. If you are taking a specialty medication, you may only obtain it through CVS Caremark's Specialty Mail Order Program or from a local CVS Caremark Pharmacy, up to a 30-day supply.

- **To find out if a prescription is covered or what tier it is on**, go to [www.caremark.com](http://www.caremark.com) or call Customer Care at **866-818-6911**.
- **To begin mail order for prescriptions**, go to [www.caremark.com](http://www.caremark.com) or call 866-239-4543 to set up your account and provide payment information. Physicians can fax prescriptions to 800-378-0323.
- **For specialty prescriptions**, call **800-237-2767**.
- **For prior authorizations**, your physician can call **800-294-5979**.

**FOR ADDITIONAL ASSISTANCE**, contact the WCA Group Health Trust at **800-236-6885** and ask for Cathy, Phyllis, Trina or Mary.