



BENEFIT CONTACT INFORMATION

UMR (MEDICAL PLAN)

- **To find out if a provider is in the network**, call Plan Advisor at **800-207-3172** (Plan Advisor's phone number is also on the back of your ID card) or login to www.umar.com and:
 - Click on Provider Network
 - For a medical provider:
 - Click on View Providers
 - Enter the zip code or the city and state of the provider
 - Then you are ready to search for a provider
 - **NOTE: Many providers sign up with the network individually. If you are looking for a particular provider, enter their first and last name. If you do not find them, try the clinic name**
 - For a behavioral health provider (for mental health or substance abuse):
 - Click on Behavioral Health Directory
 - Click on the city/state/zip shown and change it to your or your provider's city/state or zip
 - Then you are ready to search for a provider
 - **NOTE: Behavioral health providers sign up with the network individually or under their clinic name. If you don't find them under their name, try the clinic name.**
- **For claims questions**, call Plan Advisor at **800-207-3172**.
- **If a service requires prior authorization** (i.e., physical, speech, occupational, and respiratory therapy visits, inpatient hospital stays, behavioral health inpatient or residential stays, transplants and related services, skilling nursing facility stays, durable medical equipment exceeding \$1,000, clinical trials, dialysis, chemotherapy, infusion therapy, genetic testing, gender dysphoria treatment, and specialty injectables), have your physician call **866-494-4502**.
- **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) - Most prescriptions are available at your local retail pharmacy or through CVS Caremark's mail order program. If you are taking a specialty medication, you must 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 or call Customer Care at **866-818-6911**.
- **To begin mail order for prescriptions**, go to www.caremark.com or call 866-239-4543 to set up your account and provide payment information. Your provider can e-prescribe to CVS Caremark or fax prescriptions to 800-378-0323.
- **For specialty prescriptions**, call **800-237-2767**.
- **For prior authorizations**, your provider can call **800-294-5979**.

FOR ADDITIONAL ASSISTANCE, contact the WCA Group Health Trust at **800-236-6885** and ask to be connected with a member of the GHT Team.

22 East Mifflin Street | Suite 900 | Madison, WI 53703 | [p 866.404.2700](tel:866.404.2700) | [f 608.663.7189](tel:608.663.7189) | www.wcaght.org

Claims Administrator: UMR | PO Box 30541 | Salt Lake City, UT 84130 | [p 800.207.3172](tel:800.207.3172) | [f 877.293.4926](tel:877.293.4926)

Marketing/Consulting: Aegis LLC: A Charles Taylor Company | 18550 West Capitol Drive | Brookfield, WI 53045 | [p 1.800.236.6885](tel:1.800.236.6885) | [f 262.781.7743](tel:262.781.7743)