

Who to Call with Questions about the MAPD Plan

Who should you call if you have questions about your Medicare Advantage with Prescription Drug (MAPD) plan coverage? The answer depends on the question.

Anthem Member Services

833.476.1462

Monday - Friday | 8 am - 9 pm

- Medical benefits and coverage
- Prescription coverage, including formulary-related questions
- Late penalty enrollment questions
- Provider network questions
- Address changes
- Claims

CarelonRX Pharmacy Member Services

833.360.3662

Monday - Friday | 7 am - 7 pm

- Order status
- Refilling prescriptions
- Renewing prescriptions
- Prescription payment

HealthTrust Enrollee Services

800.527.5001

Monday - Friday | 8:30 am - 4:30 pm

- Payments and billing (including New Hampshire Retirement System annuity deductions)
- Enrollment
- Dental coverage
- Employee Assistance Program
- Life changes, such as address, death or divorce

Remember you can also find many resources – including your digital ID cards and coverage documents – on the Anthem website. Simply click on the Anthem button on your Secure Enrollee Portal homepage to be directed to your account on the Anthem website. If it is your first time logging into the SEP, you will need to create a user name and password to access your information. Spouses will each need their own account.