



Who Your Retirees Can Call with Questions about the MAPD Plan

HealthTrust is always happy to help and support your Retirees. We want them to get the correct answers to their questions as quickly as possible.

For Retirees enrolled in the HealthTrust Medicare Advantage with Prescription Drug (MAPD) plan, many of their questions need to be answered by the Anthem Member Services team. Here's your guide of who to call.

Please note: If you are calling on a Retiree's behalf, HealthTrust is unable to share protected health information (PHI). It is best the Retiree call directly with their questions.

Anthem Member Services

833.476.1462

Monday - Friday | 8 am - 9 pm

- Medical benefits and coverage
- Prescription coverage
- Late penalty enrollment questions
- Provider network questions
- Address changes

CarelonRX Pharmacy Member Services

833.360.3662

Monday - Friday | 7 am - 7 pm

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

HealthTrust Enrollee Services

800.527.5001

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

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