



Ivy Tech Community College of Indiana- Post 65 Retiree Health Insurance 2025 Who and When to Call

My insurance question pertains to:	Contact:	Telephone:	Company:
<p style="text-align: center;">GROUP MEDICARE PART D OUTPATIENT PRESCRIPTION DRUG COVERAGE</p> <ul style="list-style-type: none"> ➤ Prescription Benefit and Claim Inquiries ➤ Medicare National Preferred Formulary – Open Comprehensive Formulary ➤ Network Pharmacies / Mail Order ➤ Assistance with Step Therapy, Prior Authorization or Quantity Limits ➤ Replacement Prescription Drug Plan ID Card 	<p>Express Scripts Customer Service -</p> <p>Additional Employer Group Medicare Part D Prescription Drug Plan Customer Service Provided by Benistar -</p>	<p>1-888-345-2560</p> <p>TTY/TDD users should call: 1-800-899-2114</p> <p style="text-align: center;">24 hours a day 7 days a week</p> <p>1-800-236-4782</p>	<p><u>Medicare Part D</u> <u>Group Plan Information:</u> Rx Bin: 610014 Rx PCN : MEDDPRIME Rx Grp: BXMA Member ID: assigned or SSA #</p> <div style="text-align: right;">  <p>EXPRESS SCRIPTS® Charting the Future of Pharmacy</p> </div>
<p style="text-align: center;">MEDICAL COVERAGE underwritten by Transamerica Premier Life Insurance Company</p> <ul style="list-style-type: none"> ➤ Medical and Hospital Claims ➤ Eligibility ➤ Replacement Medical ID Card ➤ Provider Verification of Medical Benefits 	<p>Plan Administrator AMA Insurance Agency (AMA)</p>	<p style="text-align: center;">1-800-458-5736</p> <p>For Claims Inquiries Contact: 1-800-458-5736</p>	<div style="text-align: center;">  <p>AMA INSURANCE AGENCY</p> </div> <p>330 N. Wabash Ave. Suite 39300 Chicago, IL 60611-5885</p>

Additional Retiree Plan Assistance Available

Prior to your effective date and if at anytime you would like to speak with our Post 65 Retiree Insurance Plan Coordinator, National Benefit Consultants, Inc., please call 1-800-875-1505, Monday - Friday, 8:30 AM to 4:30 PM (Central Standard Time).

Note: You will receive two separate ID cards - one for medical (AMA) and one for outpatient prescription drug coverage (Express Scripts). Be sure your medical providers have a copy of your Medicare (red, white and blue) ID card and your (AMA medical ID card) to ensure medical claims are processed correctly.

Premium or Enrollment Questions: Chard Snyder 1-888-993-4646 or retireebilling@chard-snyder.com