

**America's Health  
Insurance Plans**

601 Pennsylvania Avenue, NW  
South Building  
Suite Five Hundred  
Washington, DC 20004

202.778.3200  
www.ahip.org



July 31, 2007

The following document includes a list of member organizations that have established special processes and telephone numbers for State Health Insurance Assistance Partnership (SHIP) staff and volunteers to use in resolving sensitive Medicare beneficiary casework. The organizations included in the list serve the vast majority of enrollees in Medicare Advantage and Part D prescription drug plans.

To place these processes in context, we note that our members are employing a variety of strategies to address the need for expeditious handling of beneficiary cases referred by SHIPs. These approaches reflect their organizational structure, casework experiences, SHIP relationships and local dynamics, as well as other factors. They include:

- Designating SHIP-specific toll-free numbers;
- Triaging SHIP calls to customer service lines to SHIP-designated customer service representatives;
- Providing a designated special handling unit telephone number with customer service representatives who address SHIP inquiries along with other sensitive and urgent cases;
- Training all customer service representatives to flag and handle SHIP requests expeditiously; and
- Engaging in focused, ongoing evaluation of the handling of sensitive beneficiary casework through customer service lines so that additional measures such as designated lines can be instituted if warranted.

In order to minimize wait times and maintain their effectiveness, the list below should be used only by SHIP counselors and not provided directly to Medicare beneficiaries. If a SHIP office has difficulty reaching an AHIP plan customer service representative for resolving casework, you may contact Sue Rohan at 202-778-3295 or [srohan@ahip.org](mailto:srohan@ahip.org) or Jesse Bushman at 202-778-3263 or [jbushman@ahip.org](mailto:jbushman@ahip.org).

In addition, to those numbers listed below, CMS has provided all plan customer service numbers for each state in the *Medicare & You* handbooks located at <http://www.cms.hhs.gov/Partnerships/MY2007/list.asp#TopOfPage>.



**Telephone Numbers for  
State Health Insurance Assistance Partnership (SHIP) Use  
Updated July 31, 2007**

State	Organization Name	Plan Name	Phone Number
Virginia	Aetna	Aetna Medicare	877-253-3462 extensions 47254, 47253 or 42893
Virginia	American Progressive/ Pennsylvania Life	Prescription Pathways	800 521-3109
Virginia	Anthem Blue Cross & Blue Shield	Anthem Medicare Preferred Premier Anthem Medicare Preferred Standard SmartValue Classic SmartValue Plus	866-796-4233
Virginia	CIGNA	CIGNATURE Rx	800-222-6700
Virginia	Coventry	Advantra Freedom Advantra Rx Advantra First Health Part D	877-653-3129
Virginia	Health Net	Orange	(916) 861-7020
Virginia	Humana	Humana... (all Humana MA and PD Plans begin with "Humana")	1-888-666-2902
Virginia	Kaiser Foundation Health Plan – Mid- Atlantic States	Medicare Plus	Customer Service 1-888-777-5536
Virginia	Memberhealth, Inc.	Community Care Rx BASIC, Community Care Rx CHOICE, Community Care Rx GOLD	866-684-5353
Virginia	Sierra Health and Life Insurance Company, Inc.	SierraRx SierraRx Basic SierraRx Plus	866-789-1522



<b>State</b>	<b>Organization Name</b>	<b>Plan Name</b>	<b>Phone Number</b>
Virginia	Sterling Life Insurance Co.	Sterling	360-392-9079
Virginia	Unicare	MedicareRx Rewards Value MedicareRx Rewards Plus MedicareRx Rewards Premier	866-796-4233
Virginia	United	United	1-866-507-9609
Virginia	WellCare Health Plans	PFFS: Concert, Freedom, Summit, Duet PDP: Classic, Complete, and Signature	(866) 675-8574