



In order to avoid a reduction in benefits please be sure to call the telephone number listed before receiving services requiring precertification and within 48 hours of an emergency and maternity admission. Always check the Hospital network status so you get the highest level of benefits. These services are described in your benefit booklet.

For precertification, major medical, hospital, pharmacy and mental health/substance abuse inquiries, please call member services.

Providers submit all claims to your local Blue Cross and/or Blue Shield Plan; or if Medicare is primary submit Medicare claims to Medicare.

Members send all claims to the address on the claim form.

WellDyneRx Claims Address

WellDyneRx

PO Box 4517

Englewood, CO 80155



9817



www.empireblue.com/emhp

Member Services

1-800-939-7515

Empire NurseLine

1-877-TALK-2-RN

Value Options Mental Health*

1-866-909-6472

WellDyneRx Member Services**

1-855-799-6831

*EMHP separately contracts for its Mental Health programs

**EMHP separately contracts for its RX Retail and Mail order

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