

2020 SHIP-designated phone numbers (PDP & MA plans)

- SHIP-designated phone numbers are for use by SHIBA Advisors who have a SHIP Unique ID to assist clients with Part D prescription drugs (PDP) and Medicare Advantage (MA) plans.
- **For faster service, have the client's member Medicare or Member ID number handy.**

Insurance company name	Type of plan	Public customer service phone #	SHIP-designated phone # when advising current member
Aetna Medicare	MA	1-855-338-7027 1-833-859-6031	Member services 800-282-5366 and ask for a supervisor to assist
Amerigroup	MA	1-844-288-5923	None
Amerigroup	SNP	1-844-288-5923	None
Asuris	PDP	1-888-369-3172	None
Asuris NW Health	MA	1-888-369-3172 1-800-833-2364	None
Community Health Plan of WA	MA	1-800-944-1247	None
Community Health Plan	SNP	1-800-944-1247	None
Cigna Healthspring	PDP	1-800-735-1459	None
Clear Spring Health	PDP	1-877-384-1241	None
Envision Rx	PDP	1-888-377-1439 1-866-250-2005	None
Express Scripts	PDP	1-866-477-5704 1-866-544-2979	None
Health Alliance NW	MA	1-877-750-3350 1-877-561-1463	None
Health Net	MA	1-888-445-8913 1-800-949-6192	None

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Insurance company name	Type of plan	Public customer service phone #	SHIP-designated phone # when advising current member
Humana	MA	1-800-833-2364	1-877-259-8228 SHIP counselor line
Humana Insurance	PDP	1-800-706-0872	1-877-259-8228 SHIP counselor line
Humana	SNP	1-800-833-2364	1-877-259-8228 SHIP counselor line
Kaiser Foundation	MA	1-800-446-8882 1-800-598-2296	None
Kaiser Permanente	MA	1-877-408-3496	None
Molina	SNP	1-866-403-8293	None
Mutual Of Omaha RX	PDP	1-800-961-9006	None
PacificSource	MA	1-888-863-3637	None
Premera Blue Cross	MA	1-888-868-7767	None
Providence Med Adv	MA	1-800-457-6064 1-503-574-8000	None
Providence Health	PACE	1-206-320-5325	None
Regence Blue Shield	MA	1-888-369-3171	None
Silverscript	PDP	1-866-552-6106 1-866-235-5660	1-866-490-2098 CVS dedicated line for SHIPs counselors
United Healthcare (AARP)	MA/ PDP	1-800-555-5757 1-800-950-9355	1-800-322-8321 (Escalate call center)
United Healthcare (AARP)	PDP	1-888-867-5564 1-800-753-8004	1-866-507-9609 (Escalated call center)
Wellcare	MA/PDP	1-888-293-5151	1-866-675-8574 Member assist line

Please send any corrections to Judithb@oic.wa.gov