

## ***We are here to help!!***

When you have questions, we'll get you the answers. We will help you understand your benefits, your access to your network providers, claims and give you information about our policies.

### ***Call Us***

#### **Customer Service**

**1.844.464.4277**

Monday thru Friday:  
8:00 a.m. to 5:00 p.m.  
Eastern Standard Time.

#### **Pharmacy Benefits Customer Service (HealthSmart Rx)**

**1.800.681.6912**

Monday thru Friday,  
24 hours

#### **SmartDecision Concierge**

For services in the US if you are a  
Health Choice Plan member

**1.844.464.4277, Option 5**

Monday thru Friday:  
8:00 a.m. to 5:00 p.m.  
Eastern Standard Time

#### **MyDecision**

**1.844.289.9963**

#### **Case Management Program**

**1.877.202.6379, Option 5**

#### **Disease Management & Wellness**

**1.877.202.6379, Option 4**

#### **Diabetes Care Value Program**

(at Express Scripts) **1.855.723.6099**

#### **Emergency Air Ambulance Coordination**

**1.888.201.3437,**

24 hours-7days

#### **myHeath for ELAN**

Visit us online at

**myhealth.elan.insure**

Log on and navigate to the Create  
Account tool to set up your account.  
Download our mobile app, **myHeath  
for ELAN**, for smartphones.

### ***Other Important Numbers and Information***

#### **Fax inquiries:**

**Customer Service/Claims**

Fax: **1.806.473.3280**

#### **Precertifications:**

**1.877.202.6379, Option 3**

Precertification Hours:

Monday thru Friday:  
7:00 a.m. to 7:00 p.m.  
Central Standard Time

#### **For appeals:**

ATTN: Appeals Department  
PO Box 16327  
Lubbock, TX 79490

Fax: **1.806.473.3146**

Email: [HCM\\_Appeals@healthsmart.com](mailto:HCM_Appeals@healthsmart.com)