

# II

## IMPORTANT CONTACT INFORMATION

Important toll-free phone numbers and website information is provided below.

**Aetna**

Member Services 1-888-332-8742 8am-6pm [www.aetna.com](http://www.aetna.com)  
 Medical 1-800-821-5615 8am-6pm [www.aetna.com](http://www.aetna.com)

Management

**Highmark BCBS**

Member Services 1-866-267-3320 8am-8pm [www.myhighmark.com](http://www.myhighmark.com)  
 Medical 1-866-267-3320 8am-8pm [www.myhighmark.com](http://www.myhighmark.com)

Management

**UnitedHealthcare**

Member Services 1-888-445-4379 8am-8pm [www.myuhc.com](http://www.myuhc.com)  
 Medical 1-800-842-4555 8am-7pm [www.myuhc.com](http://www.myuhc.com)

Management

**United Behavioral Health**

Member Services 1-866-850-6212 24 hours [www.liveandworkwell.com](http://www.liveandworkwell.com)  
 (MHSUD benefits)

**Express Scripts**

Member Services 1-800-842-0070 24 hours [www.express-scripts.com](http://www.express-scripts.com)

**Optum**

Case Management 1-866-735-5685 8am-7pm  
 Disease 1-866-735-5685 8am-7pm

Management

Services

24/7 Nurses 1-866-735-5685 24 hours  
 Wellness Program 1-866-735-5685 10am-9pm

**Cleveland Clinic**

Member Services 1-866-441-5691 9am-5pm

**Health Advocate**

Member Services 1-866-799-2690 24 hours [www.HealthAdvocate.com/  
Railroad](http://www.HealthAdvocate.com/Railroad)

**Lantern (formerly SurgeryPlus)**

Member Services 1-888-726-0823 7am-11pm [my.surgeryplus.com](http://my.surgeryplus.com)  
 (in 2025, [my.lanterncare.com](http://my.lanterncare.com))

**Teladoc/Best Doctors**

Telemedicine 1-800-835-2362 24 hours [member.teladoc.com/railroad](http://member.teladoc.com/railroad)

Member Services Expert Second 1-800-835-2362 8am-9pm [member.teladoc.com/railroad](http://member.teladoc.com/railroad)

Opinion Member

Services

**Vital Decisions**

Member Services 1-833-364-6896 9am-8pm [vitaldecision.net](http://vitaldecision.net)