



Management Contacts

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Vendor Contacts

AMCA Billing /COBRA	Karen Altman – Ext. 605 Lisa Madey – Ext. 602	1-724-934-2270
Teladoc Medical Experts	General Number	1-800-835-2362 (1-800 TELADOC)
LYTLE EAP	Customer Service	1-800-327-7272
Livongo	Customer Service	1-800-945-4355
Teladoc	Customer Service	1-800-835-2362
Start Hearing	Hearing Care Advisor	1-888-706-1459
Your Hearing Network	Customer Service	1-888-790-6244
Highmark Concierge	Customer Service	1-877-258-3123 (Provide ID# & Grp #)
Highmark Transition Team – Find AHN Doctors	Customer Service	1-844-576-1245
Integrity Pharmacy Concierge	Customer Service	1-866-726-1180
Optum (begins 7/1/2022)	Member Services	1-855-798-0776
UCCI (United Concordia)	Customer Service	1-866-604-8512
Davis Vision	Customer Service	1-800-999-5431
VBA	Customer Service	1-800-432-4966

Have a Question?	Number You Should Call
HOP Enrollment or HOP in General	1-800-PSERS25 (1-800-773-7725) 8:00 a.m. to 5:00 p.m., EST, Monday thru Friday HOP Website (www.HOPbenefits.com)
Premium Assistance Program	1-866-483-5509 8:00 a.m. to 5:00 p.m., EST, Monday thru Friday
Retirement	1-800-PSERS4U (1-888-773-7748) 7:30 a.m. to 5:00 p.m., EST, Monday thru Friday PSERS Website (www.psers.state.pa.us)
Prescription Solutions (Prescription Drug Program)	1-888-239-1301 TTY/TDD: 1-800-498-5428 HOP Website (www.HOPbenefits.com)
Medicare	1-800-MEDICARE (1-800-633-4227) TTY/TDD: 1-877-486-2048 Medicare Website (www.medicare.gov)
Social Security - www.socialsecurity.gov	1-800-772-1213
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