



THE LOCAL CHOICE - WHO TO CONTACT

- TLC-covamembershipinquiries@anthem.com
 - Specific inquiries on member coverage status, etc.
 - Billing questions
 - ID card questions or Member Service

- TLC@dhrm.Virginia.gov
 - For Group Administrators
 - Eligibility questions
 - Enrollment forms
 - Changes to BES system

- COVAESR@anthem.com
 - Complex claim or benefit questions

- Customer Service – for participants
 - Anthem Medical – 800-552-2682
 - Anthem Pharmacy – 833-267-3108
 - Anthem BlueView Vision – 800-552-2682
 - Delta Dental – 888-335-8296
 - Kaiser Permanente – 800-777-7902
 - Optima Health – 866-846-2682



Virginia Department of Human Resource Management

May 2020