



## 2026 BENEFIT CARRIER CONTACT INFORMATION

Refer to this list when you need to contact one of your benefit vendors.

### **EMPLOYEE BENEFIT PORTAL:**

Employee Self Service Portal - View/change benefit elections

PLANSOURCE: [www.plansource.com/login](http://www.plansource.com/login)

### **MEDICAL:**

#### BLUE CROSS BLUE SHIELD (BCBS)

- Health Advocate Line: 877-245-5681
- [www.bcbsil.com](http://www.bcbsil.com)
- Policy/Group #: PM2442
- Group Name: IPBC City of Edwardsville
- Member ID – on ID card
- Mobile App: Access all of BCBSIL mobile websites and services in one spot.
  - Text\* BCBSILAPP to 33633 to learn more.

### **PRESCRIPTION DRUG:**

#### EXPRESS SCRIPTS

- ID card has to be requested through your online account
- Customer Service: 800-711-0917 / 800-294-7041
- [www.express-scripts.com](http://www.express-scripts.com)
- RxBIN # - 610014
- RxGrp # - IPBCRXG
- Issuer # - (80840) 9151014609
- To register: <https://www.express-scripts.com/login>

***Download App***



#### ACCREDITO SPECIALTY

- #: 877-222-7336
- [www.accredo.com](http://www.accredo.com)
- Refills & Orders 800-803-2523

SaveOnSP: co-pay assistance for specialty medications

- #: 800-683-1074
- Pharmacist Use Only: 800-922-1557

For general Benefit information, contact Human Resources.



## 2026 BENEFIT CARRIER CONTACT INFORMATION

Refer to this list when you need to contact one of your benefit vendors.

### DENTAL:

#### DELTA DENTAL

- 800-323-1743
- [www.deltadentalil.com](http://www.deltadentalil.com)
- Policy/Group #: 20473
- Member ID: Social Security Number

*Download App*



### VISION:

#### VISION SERVICE PLAN (VSP)

- 800-877-7195
- [www.vsp.com](http://www.vsp.com)
- CLIENT (IPBC): 30098296
- Member ID: Social Security Number
- ID card has to be requested through your online account
  - Log in> Member ID Card>Click 'View Member ID Card'>Print or Email

*Download App*



### BASIC AND SUPPLEMENTAL LIFE INSURANCE

#### SECURIAN

- 800-392-7295

### EMPLOYEE ASSISTANCE PROGRAM (EAP):

#### ComPsych

- 833-806-8722
- TRS: Dial 711
- [guidanceresources.com](http://guidanceresources.com)
- WEB ID: COEEAP

*Download App*



### WELLNESS PROGRAMS:

#### EMPOWER HEALTH SERVICES (EHS)

- [www.Empower.health.com](http://www.Empower.health.com)
- Client Code: cityofedwardsville
- BCBSIL - [www.wellontarget.com](http://www.wellontarget.com)

For general Benefit information, contact Human Resources.



## 2026 BENEFIT CARRIER CONTACT INFORMATION

Refer to this list when you need to contact one of your benefit vendors.

### FLEXIBLE SPENDING ACCOUNT (FSA) MEDICAL AND DEPENDENT CARE:

#### WEX, INC.

- 866-451-3399
- [www.wexinc.com](http://www.wexinc.com)
- Email: [customerservice@wexhealth.com](mailto:customerservice@wexhealth.com)
- Member Claim Repayment:  
WEX  
P.O. Box 2926  
 Fargo, ND 58108  
 Claim # in memo line
- ELIGIBLE EXPENSES: <https://www.wexinc.com/resources/benefits-toolkit/eligible-expenses/>

#### ***Download App***



App Store



Google Play

### HEALTH SAVINGS ACCOUNT (HSA)

#### HSA BANK

- Customer Service: 855-731-5220
- Email: [askus@hsabank.com](mailto:askus@hsabank.com)
- <https://enterprise.hsabank.com/Login>

#### ***Download App***



App Store



Google Play