



# Contact Information

If you have a question regarding your MEDICAL CLAIMS, please call Excellus, BCBS @  
**1-877-223-2993**

For Prescription Drugs, Dental, Vision and other Benefit Fund inquiries, please continue  
to contact the UFCW Local One Customer Service Unit at

**1-800-959-9497**

## HEALTH CARE BENEFITS (Press 1)

- » Excellus BCBS (Medical Claims) (Option 1)
- » Dental, Prescription, Living Well (Option 2)
- » Health Care Accounting (Option 3)
- » Vision Benefits (Option 4)
- » Diabetic Supplies (Option 5)
- » Scholarship/Education (Option 6)
- » Employee Assistance Program (EMAP) (Option 7)
- » Doctor on Demand/Nurse Helpline (Option 8)
- » Maternity (Option 9)

## 401K & PENSION BENEFITS (Press 2)

- » Pension (Option 1)
- » 401k (Option 2)

If you know an individual's 4 digit extension, you can dial that at anytime.  
or... Log on to our Website @ [www.ufcwone.org](http://www.ufcwone.org)

# PRE-CERTIFICATION

(Including ALL inpatient admissions)

**1-800-363-4658**