



Phone Number Reference Sheet

These numbers are NOT for agent use

Department	Number
SilverScript Customer Care (Active Members use this number)	866-235-5660
SilverScript Enrollment Center (Clients with "correction needed" messages)	866-505-6350
Mail Order Pharmacy Helpline	866-693-4620
Pharmacy Help Desk (Caremark)	866-693-4620
Dr.'s Prior Authorization Hotline	Phone 800-294-5979 Fax 888-836-0730
Formulary Appeals (Member or Physician)	866-235-5660
Urgent Appeal Request (Physician only)	Fax 866-689-3092 Phone 866-443-1183
Medicare	800-633-4227
Medicare TTY / TTD	877-486-2048
Social Security	800-772-1213