**NCBA Group Benefit Program Contact List**

**2022-2023**

**Businessolver (Online Enrollment, Eligibility, Billing & COBRA Administrator)**

The ER team is designed to support our client administrators with: a) Member specific benefit questions b) administrator user setup & password resets and c) general administrator how-to support and training. Website: [www.benefitsolver.com](http://www.benefitsolver.com)

* ER Team – (877) 268-5129, [er@businessolver.com](mailto:er@businessolver.com), COBRA – (877) 547-6257
* Account Manager – Diana Bryant, (515) 453-2877, [dbryant@businessolver.com](mailto:dbryant@businessolver.com); [ncba@businessolver.com](mailto:ncba@businessolver.com)

**Blue Cross Blue Shield of NC (Medical Plan Administrator)**

Emergency Eligibility Updates/HIPAA Certificates

* Destiny Cofield – (919) 765-4538, [destinym.cofield@bcbsnc.com](mailto:destinym.cofield@bcbsnc.com)

Dedicated Customer Service Line ([www.bcbsnc.com](http://www.bcbsnc.com))

* (800) 621-5015 (for group administrators)
* (877) 275-9787 (for employees & dependents)

Medical Services Department (pre-admission certification, care management programs)

* (800) 672-7897

Health Line Blue (24-hour nurse line)

* (877) 477-2424

Maternity Wellness Program

* Search for “My Pregnancy from Blue Cross NC” in the App Store
* ***TeleDoc Telehealth Provider***
* (800) 835-2362 (800-TELADOC), [www.teledoc.com](http://www.teledoc.com)
* ***KnovaSolutions Healthcare Decision Support Program***
* Direct Referral – (800) 355-0885 x329, [contactknovasolutions@workpartners.com](mailto:contactknovasolutions@workpartners.com)
* ***Wellview Health Advisors***
* (877) 293-9355
* [www.My.wellviewhealth.com](http://www.My.wellviewhealth.com), [concierge@wellviewhealth.com](mailto:concierge@wellviewhealth.com)

**Express Scripts (Pharmacy Administrator) – Group #NCBAHBT, BIN #003858**

* Customer Service (800) 451-6245, [www.express-scripts.com](http://www.express-scripts.com)
* Accredo Specialty Pharmacy (800) 123-4567

**Delta Dental – Group #1448**

* Customer Service, Order ID cards, Claims: (800) 662-8856, [www.deltadentalnc.com](http://www.deltadentalnc.com)

**Superior Vision – Group #30098**

Customer Service, Order ID Cards, Claims

* (800) 507-3800, [www.superiorvision.com](http://www.superiorvision.com)