

Plan Administrator Contact Information

Wellness Programs

ActiveHealth - vendor for Health Questionnaires, Wellness Coaching, and Disease Management  
855.294.6580 [www.MyActiveHealth.com/PEEHIP](http://www.MyActiveHealth.com/PEEHIP)

Alabama Department of Public Health (ADPH) - vendor for Wellness Screenings and Flu Shots  
334.206.5300 or 800.252.1818 [www.adph.org/worksitewellness](http://www.adph.org/worksitewellness)

Tobacco Cessation Quitline  
800.QUIT.NOW or 800.784.8669 [www.quitnowalabama.com](http://www.quitnowalabama.com)

ALL Kids - administered by ADPH  
888.373.5437 [www.adph.org/allkids](http://www.adph.org/allkids)

Blue Cross Blue Shield of Alabama - Administrator of Hospital/Medical, Flexible Spending Accts., & Supplemental Plan  
450 Riverchase Parkway East  
P.O. Box 995  
Birmingham, AL 35298 [www.bcbsal.org/peehip/](http://www.bcbsal.org/peehip/)

|                            |  |                            |              |
|----------------------------|--|----------------------------|--------------|
| Customer Service           | 800.327.3994   | Preadmission Certification | 800.248.2342 |
| Flexible Spending Accounts | 800.213.7930   | Fraud Hot Line             | 800.824.4391 |
| Rapid Response             | 800.248.5123 - to order ID cards, claim forms, and directories |                            |              |
| Baby Yourself              | 800.222.4379 - Prenatal Wellness Program                       |                            |              |

MedImpact - Administrator of Core Pharmacy, Specialty Pharmacy, and EGWP Pharmacy Programs  
10680 Treena Street  
San Diego, CA 92131 <https://mp.medimpact.com/ala>

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|----------------------------------|--|
| Customer Service                 | 877.606.0727 - available 24 hours/day                    |
| Pharmacy Help Desk               | 800.788.2949 - available 24 hours/day                    |
| Step Therapy Prior Authorization | 800.347.5841 - For Physician Use      Fax - 877.606.0728 |

Medicare GenerationRx [www.medicaregenerationrx.com/peehip](http://www.medicaregenerationrx.com/peehip)  
Customer Service 877.633.7943 - available 24 hours/day  
Pharmacy & Provider Help Desk 888.678.7789

VIVA Health Plan [www.vivahealth.com/PEEHIP](http://www.vivahealth.com/PEEHIP)  
417 20th Street North, Suite 1100  
Birmingham, AL 35203

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|-------------------------------|---|
| Customer Service              | 205.558.7474 or 800.294.7780                        |
| Delta Dental Customer Service | 800.521.2651 - dental provider for VIVA Health Plan |

Southland Benefit Solutions - Administrator of Cancer, Dental, Indemnity, & Vision Optional Plans  
2200 Jack Warner Pkwy, Suite 150  
P.O. Box 1250  
Tuscaloosa, AL 35401 [www.southlandpeehip.com](http://www.southlandpeehip.com)  
Customer Service 800.476.0677

Common PEEHIP Acronyms

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|--------|---|-------|---|
| PEEHIP | Public Education Employees' Health Insurance Plan | HIPAA | Health Insurance Portability and Accountability Act |
| BCBS   | Blue Cross Blue Shield                            | ADPH  | Alabama Department of Public Health                 |
| HMO    | Health Maintenance Organization                   | CHIP  | ALL Kids Children's Health Insurance Program        |
| PPO    | Preferred Provider Organization                   | SEIB  | State Employees' Insurance Board                    |
| OE     | Open Enrollment                                   | FSA   | Flexible Spending Accounts                          |
| OTC    | Over the Counter                                  | FPL   | Federal Poverty Level                               |
| PMD    | Preferred Medical Doctor                          | UCR   | Usual Customary Rates                               |
| MOS    | Member Online Services                            | COB   | Coordination of Benefits                            |