

Resource	Example	Contact Info
Detego Health Care Guides DetegoHealth.com Monday through Friday 7 a.m. to 5 p.m. CST	 Member Login Portal Member & Dependent Details, My Claims, Forms, Find a Doctor or Lab Member Portal Registration General Questions: Benefit Eligibility, Claim Status, ID Cards Qualifying Life Event: Marriage, divorce, birth, child adoption, loss of employment	Detego Health Member Portal Login Detego Health Member Registration MemberServices@DetegoHealth.com (866) 278-1074
GuideCM GuideCM.com Monday through Friday 8 a.m. to 5 p.m. CST	 Member Advocates: Coordinates imaging services with Green Imaging.	Info@GuideCM.com 1(531)242-4146
ScriptAide ScriptAide.com Monday through Friday 8 a.m. to 5 p.m. CST	 Member Advocates: Helps members access prescribed medications while reducing out-of-pocket costs.	Info@ScripAide.com 1(531)242-4146
Find a provider 24 / 7 / 365	 Network: Aetna PPO through collaboration with Aetna Signature Administrators: Search for an in-network provider by using the link. Be sure to show your provider your ID card this ensures coverage under your health benefits plan.	Provider search: www.aetna.com/asa 
American Health AmericanHealthHolding.com Monday through Friday 8 a.m. to 5 p.m. CST	 Case Manager: Supports members with ongoing medical needs and care coordination. Preauthorization: Nurses review medical services for necessity.	Provider case management referral: (800) 451-6123 Member preauthorization status: (833) 713-0232 Provider preauthorization request: GetPreCert.com
Pharmacy 24 / 7 / 365 Rx Home Delivery Monday through Friday 7 a.m. to 10 p.m. CST Saturday and Sunday 7 a.m. to 5:30 p.m. CST	 Pharmacy Benefit Manager–Kroger: Register on their site to access plan-specific pharmacy info and drug price checks. Home delivery–Kroger: Register on their site to access the online prescription management tool to order refills for you and your family.	Kroger: KPP-Rx.com (800) 482-1285 Kroger’s home delivery: PPSRx.com (800) 552-6694
MyLiveDoc Virtual Care 24 / 7 / 365	 Questions: Regarding virtual care, contact us through the phone number listed.	(855) 226-6567