

Frequently Asked Questions

How do I get a replacement Prescription ID Card?

For Prescription ID card, please contact FCE Customer Care Center at 800.298.7269 (TTY/TDD call 711) for assistance.

How do I process a Paper Claim (Direct Member Reimbursement Request (DMR))?

You have 6 months to request a reimbursement from date of service. You can fill out the form online and submit via member portal or print form and mail to address on form with all claim information required. Once received you will receive a response within 30 days.

How do I find a Pharmacy in my plans Pharmacy Network?

You can find a Pharmacy by clicking on the Find pharmacies link on the home page. Once you get to the page you can search by Zip Code to see all pharmacies in your area.

How can I find out if a drug is covered by my plan?

You can find a Drug by clicking on the Drug lookup link on the home page. Once you get to the page you can search by drug name.

How do I check what my drug cost will be for any drug?

You can find a Drug by clicking on the Drug lookup link on the home page. Once you get to the page you can search by drug name. You will see all information regarding cost on your plan.

How do I contact Customer Service for plan questions?

If you have any questions, please feel free to contact our Customer Care Center at 1.877.248.5159 (TTY/TDD call 711).

View an electronic Explanation of Benefits (EOB)?

You can view claims history by going to your Benefits information.

How can I update my demographics?

Please contact your employer for any updates/changes to your demographics.