

AXIOM BENEFITS CONTACT LIST & FAQ'S

Do you have questions about benefits?

Here are some helpful hints:

- ID Cards are generally mailed out within 3 weeks of the enrollment date
- ID Cards for MEC benefits can be requested by calling the Caprock Customer Service # 800-747-9446
- ID Cards & Member information for Transamerica benefits can be obtained by calling the WebTPA Customer Service # 866-441-3433
- If a member needs to verify benefits, file claims, or has any question regarding their benefit plans they can call the **Caprock Customer Service # for MEC benefits** or the **WebTPA Customer Service # for Transamerica benefits**
- An employee can use their member id #'s prior to receiving their ID cards in the mail if their coverage is effective.
- If a member needs to locate an in-network provider they can call the Multiplan Network Providers # 888-758-7830
- If an employee has questions about pharmacy benefits they can contact the ProCare Customer Service # 877-724-7458

What is MEC Coverage?- This is preventive and wellcare coverage only

What is Hospital Indemnity Coverage with Transamerica?- Sickness Coverage

- (MEC)Caprock Customer Service: 800-747-9446
- (Transamerica)WebTPA Customer Service: 866-441-3433
- (Pharmacy) ProCare Customer Service: 877-724-7458
- Multiplan Network Providers: 888-758-7830