

Priority Health Member FAQ

1. Who do I call with questions about my Priority Health plan?

- **Customer Service:** 888-389-6648

2. Where do I log in to my Priority Health member account?

- Visit: <https://member.priorityhealth.com/login>

3. What ID number do I use for dental, vision, hearing, and gym benefits?

- Use your **Priority Health Member ID** for all supplemental benefits. You will not get an additional ID card.
- Just mention the company when using the benefit (e.g., “*Dental through Delta Dental*”).

4. How do I find a doctor?

- Call Priority Health Customer Service, *or*
- Visit: <https://www.priorityhealth.com/medicare/once-you-enroll/getting-care>

5. Dental Benefits (Delta Dental)

- Included in your plan: **Delta Dental Premier & PPO** network
- You can add dental within **30 days** of your effective date (call Priority Health customer service)
- Delta Dental Questions: **866-558-0280**
- Find a dentist: www.deltadentalmi.com

6. Vision Benefits (EyeMed)

- Your vision benefit is through **EyeMed** – Select Network
- Questions: **844-366-5127**
- Find an eye doctor: www.eyemed.com

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7. Hearing Aid Benefits (TruHearing)

- Provided through **TruHearing**
- Questions: **833-714-5356**
- Website: <https://www.priorityhealth.com/provider/manual/services/medical/hearing-services-medicare>

8. Worldwide Travel Assistance

- Provided by **Assist America**
- Phone: **800-872-1414**
- Info: <https://www.priorityhealth.com/member/getting-care/emergency-travel-services>
- Reference Number: 01-AA-PHP-12123M

9. Fitness Benefit (One Pass)

- Program: **One Pass**
- Questions: **866-756-9732**
- Check eligibility: <https://www.healthsafe-id.com/rt/register/onepass/en>

10. Over the Counter & Flex Card

- Questions: **833-415-4380**
- Info: <https://priorityhealthotc.benacct.com/member/>
- You will receive a separate card for your flex card.

11. Mail Order Pharmacy (Pharmacy Advantage)

- Questions: **866-384-6494**
- Info: <https://www.express-scripts.com/>

12. Telehealth Benefit (Teladoc)

- Questions: **800-835-2362**
- Access telehealth: <https://member.teladoc.com/signin>