

CUSTOMER SERVICE

What to do if you have questions about your benefits:

Our Customer Service Department is prepared to answer questions about your benefits. Be sure to tell us the customer number shown on your ID Card whenever you call or write us.

To contact us:

- Call the toll-free number shown on your ID Card.
- Write to the WPS address shown on your ID Card and include: “Attention: Customer Service.”

When to call our Customer Service Department:

- For an explanation of your covered benefits.
- To request additional or replacement ID Cards.
- For benefits and eligibility information.
- To find out whether a particular health care provider is a preferred provider.