CUSTOMER SERVICE CONTACT INFORMATION

HealthConnection      (716) 447-6205
Customer service representatives are available to provide assistance with finding a doctor or medical specialist, Catholic Health services, locations, health education programs, support groups, and free healthcare screenings.

First Choice Website     FirstChoiceBuffalo.org
This website provides electronic access to the First Choice network and affiliated provider locations. Members can obtain electronic copies of benefit summaries, enrollment forms, transition of care forms, and specific employer plan information.

Catholic Health      chsbuffalo.org
This website provides electronic access to Catholic health services and location. It also features the Catholic Health mission, vision, and values, wellness and much more.

First Choice Customer Service    (716) 706-2570
Customer service representatives are available to answer questions regarding First Choice benefit coverage.

Catholic Medical Partners     catholicmedicalpartners.org
This website provides access to the most up-to-date Catholic Medical Partners physician listing.

BlueCross BlueShield of WNY     bcbswny.com
For questions related to health plans, claims, or provider participation, contact Customer Service at 1-800-323-3200; Medical Health and Chemical Dependency: 1-877-837-0814
Health Advocate 24-Hour Line: 1-800-359-5465

Independent Health Pharmacy Benefit Dimensions     independenthealth.com
For questions regarding pharmacy benefits, to obtain copy of a drug formulary or mail order pharmacy forms, contact the Member Services Department at (716) 635-7880 or 1-800-878-9172, Monday through Friday, 8:00 a.m. – 8:00 p.m. TDD/TTY users may call (716) 631-3108 or 1-800-432-1110.