



WHOM DO I CALL?

Call your district office when ...

(Your district office will forward the paperwork to BSSP, when applicable.)

- ★ You have questions regarding your payroll deduction.
- ★ You want to know when your coverage will end.
- ★ You want to know what your retiree benefits will be.
- ★ You need to change your address and/or phone number.
- ★ You want to add a new family member (spouse, registered domestic partner, or child).
- ★ You need to delete a family member (divorce, marriage of an over-age dependent, end of eligibility for over-age dependent, death).

Call Butte Schools Self-Funded Programs (530-879-7438) when ...

(BSSP may refer you to another office when appropriate.)

- ★ You have eligibility questions about yourself or your dependents.
- ★ You receive a letter from BSSP and have questions.
- ★ You have questions regarding benefits of your plan after you are eligible for Medicare.
- ★ You need carrier telephone numbers not included on your card or the reverse of this sheet.

Call the carrier (numbers are on the reverse) when...

- ★ You have questions on an explanation of benefits (EOB).
- ★ You want to know how much deductible or out-of-pocket you have paid.
- ★ You are billed or balance-billed by a network provider of service.
- ★ You need the status of a claim.

It is always a good idea to obtain the name of the person you spoke with. If your concern was not handled to your satisfaction, BSSP can follow up and assist you.

CONTACTS

Butte Schools JPA

bssjpa.org

500 Cohasset Road, Suite 24, Chico, CA 95926

Nicole Strauch, Employee Benefits Manager

nstrauch@bssjpa.org 530-879-7438, x1

Christy Patterson, Executive Director

cpatters@bssjpa.org 530-879-7438, x2

Fax 530-879-7595

Core Benefits

Health and Wellness Center

bssjpa.org/hwc

500 Cohasset Road, Suite 24, Chico, CA 95926

Telephone 530-879-7582

Fax 530-879-7595

1876 Bird Street, Oroville, CA 95965

Telephone 530-532-5918

Fax 530-532-5919

AmeriBen/Anthem Blue Cross

sisc.myameriben.com

Member Services 877-379-4844

Pre-authorization, Pre-Service Review

(including Chiropractic, PT, or OT)

Outpatient Surgery,

Inpatient Admittance 877-379-4845

BC PPO (out of state) Providers 800-810-2583

Claims: Anthem Blue Cross

PO Box 60007, Los Angeles, CA 90060

Navitus

General RX administration

members.navitus.com

866-333-2757

Navitus Health Solutions, LLC

P.O. Box 999 Appleton, WI 54912-0999

Costco Pharmacy

Mail order RX

costco.com/home-delivery

800-607-6861

215 Deiningner Circle, Corona, CA 92880-9911

Lumicera Health Services

Specialty RX

Member Services:

855-847-3553

CompanionCare Medicare Supplement

anthem.com/ca/sisc

Anthem Customer Service 800-825-5541

Navitus Rx Customer Service 866-270-3877

medicarerx.navitus.com

Kaiser Permanente

kp.org

800-464-4000

Delta Dental

deltadentalins.com

PO Box 997330, Sacramento, CA. 95899-7330

800-765-6003

VSP

vsp.com

PO Box 385018, Birmingham, AL 35238-5018

800-877-7195

The Hartford

thehartford.com/employee-benefits/employees

PO Box 14298, Lexington, KY 40512-4298

Customer Service: 888-563-1124

Global emergency services/ 800-243-6108 or

202-828-5585

Europ Assistance USA Travel Assistance ID GLD 09012

Anthem EAP

anthemeap.com

800-999-7222

Company Code: SISC

Voluntary Benefits

Universal Life with Long Term Care

TrustmarkVB.com

800-918-8877 (Policy)

trustmarkVB.com/claims

877-201-9373 (Claims)

MASA Ambulance Cost Reimbursement

masamts.com

800-643-9023

Pets Best Pet Insurance

www.petsbest.com/BSSPPETS

888-984-8700

American Fidelity

Customer service

americanfidelity.com

800-662-1113

Open enrollment scheduling

americanfidelity.com/bssp

800-365-8306

Optum (HSA)

optumbank.com

844-326-7967

Additional Medical Plan Benefits

Eden Health

App via iOS or Android

Maven Maternity Program

mavenclinic.com/join/sisc

Vida

vida.com/sisc/

MDLIVE

mdlive.com/sisc

888-632-2738

Hinge Health

hingehealth.com/sisc

855-902-2777

Teladoc Health

teladoc.com/sisc

855-380-7828

Carrum Health

info.carrumhealth.com/sisc/

888-855-7806

City of Hope

contigohealth.com/sisc

877-220-3556
