



**BUTTE SCHOOLS**  
SELF-FUNDED PROGRAMS

# WHOM DO I CALL?

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## 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

[www.bssjpja.org](http://www.bssjpja.org)

500 Cohasset Road, Suite 24, Chico, CA 95926

Nicole Strauch, Senior Benefits/Administrative Assistant

[nstrauch@bssjpja.org](mailto:nstrauch@bssjpja.org) 530-879-7438

Christy Patterson, Executive Director

[cpatters@bssjpja.org](mailto:cpatters@bssjpja.org) 530-879-7439

Fax 530-879-7595



## Health and Wellness Center

[www.bssjpja.org/hwc](http://www.bssjpja.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



## Anthem Blue Cross

[www.anthem.com/ca/sisc](http://www.anthem.com/ca/sisc)

Pre-authorization or Pre-Service Review

Member Services 800-564-7475

Outpatient surgery or inpatient admittance

800-274-7767

Sleep study or High Density Imaging 877-291-0360

Chiropractic, Physical, or Occupational Therapy

800-972-4226

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

Claims c/o Coastal Healthcare Administrators

PO Box 80308, Salinas, CA 93912 800-564-7475



## Costco Pharmacy

[www.costco.com/home-delivery](http://www.costco.com/home-delivery)

800-607-6861

215 Deining Circle, Corona, CA 92880-9911

*Mail order non-specialty prescriptions*



## Lumicera Health Services

Member Services: 855-847-3553

*Specialty prescriptions*



## Navitus

[www.members.navitus.com](http://www.members.navitus.com)

866-333-2757

Navitus Health Solutions, LLC

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

*General pharmacy administration*



## CompanionCare

[www.anthem.com/ca/sisc](http://www.anthem.com/ca/sisc)

Anthem Customer Service 800-825-5541

Navitus Rx Customer Service 866-270-3877

<https://medicarerx.navitus.com>

## Carrum Health

[my.carrumhealth.com/sisc](http://my.carrumhealth.com/sisc)

888-855-7806

## MDLIVE

[www.mdlive.com/sisc](http://www.mdlive.com/sisc)

800-657-6169



## AnthemEAP

[www.anthemep.com](http://www.anthemep.com)

Intake: 800-999-7222

Company Code: SISC



## Advance Medical

[www.Advance-medical.net/sisc](http://www.Advance-medical.net/sisc)

855-201-9925

## Optum (HSA)

[www.optumbank.com](http://www.optumbank.com)

844-326-7967



## Delta Dental

[www.deltadental.com](http://www.deltadental.com)

PO Box 997330, Sacramento, CA. 95899-7330

800-765-6003



## VSP

[www.vsp.com](http://www.vsp.com)

PO Box 385018, Birmingham, AL 35238-5018

800-877-7195



## The Hartford

<http://thehartford.com/employee-coverage/benefitplans>

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



## Kaiser Permanente KAISER PERMANENTE.

[www.kp.org](http://www.kp.org)

800-464-4000



## Solera4Me

[www.solera4me.com/sisc](http://www.solera4me.com/sisc)

877-486-0141800-464-4000

