



BUTTE SCHOOLS
SELF-FUNDED PROGRAMS

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

bssjpja.org

500 Cohasset Road, Suite 24, Chico, CA 95926

Nicole Strauch, Senior Benefits/Administrative Assistant

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

Christy Patterson, Executive Director

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

Fax 530-879-7595

Core Benefits

Health and Wellness Center

<https://www.bssjpja.org/hwc.html>

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

Member Services (Coastal) 800-564-7475

Pre-authorization, Pre-Service Review, Outpatient surgery or inpatient admittance 800-274-7767

ASH (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

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 Deininger Circle, Corona, CA 92880-9911

Lumicera Health Services

Specialty RX

Member Services: 855-847-3553

CompanionCare

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

deltadental.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

Voluntary Benefits

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

Ancillary Medical Plan Benefits

Carrum Health

my.carrumhealth.com/sisc

888-855-7806

MDLIVE

mdlive.com/sisc

888-632-2738

AnthemEAP

antheameap.com

800-999-7222

Company Code: SISC

Advance Medical

Advance-medical.net/sisc

855-201-9925

Solera4Me

solera4me.com/sisc

877-486-0141

VIDA

vida.com/sisc/

City of Hope

SISC.hdplus.com

877-220-3556

Hinge Health

hingehealth.com/sisc

855-902-2777
