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
  - **bsspjpa.org**
  - 500 Cohasset Road, Suite 24, Chico, CA 95926
  - Nicole Strauch, Senior Benefits/Administrative Assistant  
    - nstrauch@bsspjpa.org  
    - 530-879-7438, x1
  - Christy Patterson, Executive Director  
    - cpatters@bsspjpa.org  
    - 530-879-7438, x2
  - Fax  
    - 530-879-7595

## Core Benefits

### Health and Wellness Center
  - [https://www.bsspjpa.org/hwc.html](https://www.bsspjpa.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

## AmeriBen/Anthem Blue Cross
  - [sisc.myameriben.com](http://sisc.myameriben.com)
  - Member Services  
    - 877-379-4844
  - Pre-authorization, Pre-Service Review, Outpatient surgery or inpatient admittance  
    - 877-379-4845
  - ASH (Chiropractic, Physical, or Occupational Therapy)  
    - 800-972-4226
  - BC PPO (out of state) Providers  
    - 800-810-2583
  - Claims: Anthem Blue Cross  
    - PO Box 60007, Los Angeles, CA 90060

## Navitus
  - [members.navitus.com](http://members.navitus.com)
  - General RX administration  
    - 866-333-2757
  - Navitus Health Solutions, LLC  
    - P.O. Box 999 Appleton, WI 54912-0999

## Costco Pharmacy
  - [costco.com/home-delivery](http://costco.com/home-delivery)
  - Mail order RX  
    - 800-607-6861
  - 215 Deininger Circle, Corona, CA 92880-9911

## Luminera Health Services
  - Specialty RX  
    - Member Services:  
      - 855-847-3553

## 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

## Kaiser Permanente
  - [kp.org](http://kp.org)
  - 800-464-4000

## Delta Dental
  - [www.deltadentalins.com](http://www.deltadentalins.com)
  - PO Box 997330, Sacramento, CA. 95899-7330  
    - 800-765-6003

## VSP
  - [vsp.com](http://vsp.com)
  - PO Box 385018, Birmingham, AL 35238-5018  
    - 800-877-7195

## The Hartford
  - [thelhartford.com/employee-benefits/employees](http://thelhartford.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

## American Fidelity
  - [americanfidelity.com](http://americanfidelity.com)
  - Open enrollment scheduling  
    - americanfidelity.com/bssp
  - 800-662-1113

## Optum (HSA)
  - [optumbank.com](http://optumbank.com)
  - 844-326-7967

## Additional Medical Plan Benefits

### Wellbeats
  - [portal.wellbeats.com](http://portal.wellbeats.com)

### Carrum Health
  - [info.carrumhealth.com/sisc/](http://info.carrumhealth.com/sisc/)
  - 888-855-7806

### MDLIVE
  - [mdlive.com/sisc](http://mdlive.com/sisc)
  - 888-632-2738

### AnthemEAP
  - [anthemeap.com](http://anthemeap.com)
  - 800-999-7222
  - Company Code: SISC

### Teladoc Medical Experts (formerly Advance Medical)
  - [teladoc.com/sisc](http://teladoc.com/sisc)
  - 800-835-2362

### VIDA
  - [vida.com/sisc/](http://vida.com/sisc/)

### City of Hope
  - [contigohealth.com/sisc](http://contigohealth.com/sisc)
  - 877-220-3556

### Hinge Health
  - [hingehealth.com/sisc](http://hingehealth.com/sisc)
  - 855-902-2777