



BUTTE SCHOOLS
SELF-FUNDED PROGRAMS

WHOM DO I CALL?

Call your district office when ...

(Your district office will forward to 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.bsspjpa.org

500 Cohasset Road, Suite 24, Chico, CA 95926

Nicole Strauch, Senior Benefits/Administrative Assistant

nstrauch@bsspjpa.org 530-879-7438

Christy Patterson, Executive Director

cpatters@bsspjpa.org 530-879-7439

Fax 530-879-7595



Health and Wellness Center

www.bsspjpa.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

Pre-authorization or Pre-Service Review

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

Customer Service 800-564-7475

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

Member Services: 800-607-6861

215 Deiningering 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

Member Services: 866-333-2757

Navitus Health Solutions, LLC

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

General pharmacy administration



UnitedHealthcare

www.UHCRetiree.com

UHC Customer Service

877-714-0178

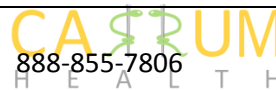
OptumRx Customer Care

877-326-7967

www.optumrx.com

Carrum Health

my.carrumhealth.com



MDLive

www.mdlive.com/sisc

Customer Service

MDLIVE

800-657-6169

AnthemEAP

www.anthemead.com

Intake

Anthem EAP

800-999-7222

Advance Medical

www.Advance-medical.net/sisc 855-201-9925

Optum (HSA)

www.optumhealthfinancial.com

Customer Service



866-234-8913, option 1

Delta Dental

www.deltadental.com

PO Box 997330, Sacramento, CA. 95899-7330

Customer Service

866-499-3001



VSP

www.vsp.com

PO Box 997105, Sacramento, CA 95899-7105

Customer Service:

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

www.kp.org

Member Services



800-464-4000