



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

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>

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, 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

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

www.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

www.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

Voluntary Benefits

MASA Ambulance Cost Reimbursement

masamts.com 800-643-9023

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

Wellbeats

portal.wellbeats.com

Carrum Health

info.carrumhealth.com/sisc/ 888-855-7806

MDLIVE

mdlive.com/sisc 888-632-2738

AnthemEAP

antheameap.com 800-999-7222
Company Code: SISC

Teladoc Medical Experts

(formerly Advance Medical)

teladoc.com/sisc 800-835-2362

VIDA

vida.com/sisc/

City of Hope

contigohealth.com/sisc 877-220-3556

Hinge Health

hingehealth.com/sisc 855-902-2777