

Key Contacts

IF YOU HAVE QUESTIONS ABOUT THESE TOPICS...	HERE'S WHERE TO GET INFORMATION...
Claims Administration <ul style="list-style-type: none"> • Eligibility and enrollment • Open Enrollment • Medical/Dental coverage and claims • Travel preauthorization • COBRA/HIPAA • Flexible Spending Accounts (FSA) • Health Reimbursement Arrangement (HRA) 	Zenith American Solutions 111 West Cataldo Ave., Suite 220, Spokane, WA 99201-3201 Phone: Claims: 800-557-8701, option 2, then 2 (toll-free) Fax: Claims: 206-282-0775 Fax: Eligibility/Enrollment: 509-534-5910 Website: zenith-american.com Login to view your claims information. COBRA/HIPAA: 800-757-0071, Option 1 or 800-426-5980, ask for COBRA Department (toll-free numbers)
General Trust Questions <ul style="list-style-type: none"> • Open Enrollment (general questions) • Understanding your benefit coverage 	Trust Administrative Office—Public Employees Local 71 Trust Fund 2510 Arctic Blvd., Anchorage, AK 99503 Phone: In Anchorage 276-7611; Outside Anchorage 800-446-3671 (toll-free) Union website: local71.com; click Health Trust to download forms
Claims Administration—Medical Claims Submitted by Provider Only	Aetna PO Box 981106, El Paso, TX 79996-1106
Precertification <ul style="list-style-type: none"> • All inpatient stays, to extend a stay, maternity stays • Outpatient medical procedures 	Aetna When precertification is required, your doctor is responsible for calling the precertification phone number on your ID card
Health Care Services <ul style="list-style-type: none"> • Preventive Care • Routine Care • Treatment for illness or injury 	Coalition Health Centers Website: coalitionhealthcenter.org <ul style="list-style-type: none"> • Anchorage: 2741 DeBarr Road, Suite C210 • Phone: 907-264-1370 • Fairbanks: 575 Riverstone Way, Unit 1 • Phone: 907-450-3300
Prescription Drug Benefits <ul style="list-style-type: none"> • Locate a Caremark retail pharmacy • Using the retail or mail-order service • Brand name formulary • Specialty medications 	Caremark Phone: 866-818-6911 (toll-free) Website: caremark.com Specialty medications: Call 800-237-2767 (toll-free) or go to CVSCaremarkSpecialtyRx.com
Vision Benefits <ul style="list-style-type: none"> • Locate a VSP provider • Vision services claims 	Vision Service Plan (VSP) PO Box 385018, Birmingham, AL 35238-5018 Phone: 800-877-7195 (toll-free) Website: vsp.com
Nationwide PPO network <ul style="list-style-type: none"> • Locate an Aetna network provider 	Aetna Website: aetna.com To locate an Aetna provider or facility, go to aetna.com. Click Log In/Register and follow the prompts. You can also search for providers on Aetna's public website at aetna.com/docfind. Select the "Aetna Choice POS II (OpenAccess)" network.
Disease Management <ul style="list-style-type: none"> • Get program information 	Optum Phone: 855-738-1764 (toll-free) Nurse Connections: 866-676-0740 (toll-free) Website: pe71.optum.com
Access a Healthcare Provider <ul style="list-style-type: none"> • By phone, online video or mobile app 	Teladoc Phone: 800-TELADOC (toll free) Website: Teladoc.com
Surgery Options Care Coordinator <ul style="list-style-type: none"> • Talk to a Care Coordinator about surgery options 	BridgeHealth Group Code: PE71L Phone: 844-249-8108 Email: alaskacoalition@bridgehealth.com Website: bridgehealth.com