

# TELEPHONE NUMBERS – Who to Contact

Please furnish employees with one of the following phone numbers when they need a new I.D. card or have questions regarding benefits or claims (**phone numbers beginning with 800 or 866 are toll-free**):

<b>CLAIMS &amp; CUSTOMER SERVICE</b>	
<b>BEHAVIORAL HEALTH PLANS</b>	
PacifiCare Behavioral Health (Customer Service and Authorization of Services – <a href="http://www.pbhi.com">www.pbhi.com</a> ).....	(800) 999-9585
Behavioral Health Program (Customer Service only – <a href="http://www.anthemEAP.com">www.anthemEAP.com</a> ..... Program Name = SISC	(800) 825-5541
Behavioral Health Program (Authorization of Services only).....	(800) 999-7222
<b>ANTHEM BLUE CROSS (<a href="http://www.anthem.com/ca/SISC">www.anthem.com/ca/SISC</a>)</b> .....	See I.D. Card
<b>DELTA DENTAL (<a href="http://www.deltadentalca.org">www.deltadentalca.org</a>)</b> .....	(866) 499-3001
<b>MEDCO (<a href="http://www.medcohealth.com">www.medcohealth.com</a>)</b>	
Customer Service and Mail Order Service .....	(800) 987-5241
<b>HEALTH MAINTENANCE ORGANIZATION (HMO) PLANS</b>	
Anthem Blue Cross HMO ( <a href="http://www.anthem.com/ca/SISC">www.anthem.com/ca/SISC</a> ) .....	(800) 227-3771
<b>INDIVIDUAL RETIREE PLANS/MEDICARE ADVANTAGE PLANS</b>	
CompanionCare.....	(800) 825-5541
<b>VISION SERVICE PLAN (VSP) (<a href="http://www.vsp.com">www.vsp.com</a>)</b> .....	(800) 877-7195
<b>MEDICAL EYE SERVICES (<a href="http://www.mesvision.com">www.mesvision.com</a>)</b> .....	(800) 877-6372

## CUSTOMER SERVICE PHONE NUMBERS & ADDRESSES FOR CLAIMS INFORMATION & PROCESSING

The SISC III office **does not process medical claims**. Our medical claims are processed by one of the offices listed below. Physicians or subscribers should forward their claim to address on the member's I.D. card. Please refer to your ID card to determine which of these offices handle your claims and calls.

**ANTHEM BLUE CROSS PPO PLANS:**

Foundation for Medical Care of Kern County  
PO Box 12020  
Bakersfield, CA 93389-2020  
333 Palmer Drive, Suite 200  
Bakersfield, CA 93309  
(661) 327-7581/(800) 322-5709

Foundation for Medical Care of Tulare & Kings  
Counties, Inc.  
3335 South Fairway  
Visalia, CA 93277  
(559) 734-1321

Coastal Healthcare Administrators  
Post Office Box 80308  
Salinas, CA 93912  
(800) 564-7475

Anthem Blue Cross  
Rancho Cordova  
P.O. Box 60007  
Los Angeles, CA 90060-0007  
(800) 365-0020

**ANTHEM BLUE CROSS PPO OR HMO PLANS  
INCLUDING BEHAVIORAL HEALTH PLAN (BHP) AND  
COMPANIONCARE:**

Anthem Blue Cross  
Woodland Hills  
Post Office Box 60007  
Los Angeles, CA 90060-0007  
(800) 825-5541