



PERALTA BENEFITS – EVERYONE



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Benefits Spotlight:

For employees, dependents & retirees

Open Your Mail



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- Open your mail

Perhaps it's a survey or maybe junk-mail. We know how hard it is to find the time to go through it all. But if you receive a statement or bill from a provider or doctor, don't ignore it and just assume your provider has properly sent your claim for payment by Coresource. You won't know until you *open your mail!*

Empower yourself! Follow up with claims submitted to CoreSource by either calling CoreSource at 1-866-280-4120 or logging onto their website: www.coresource.com to ensure the claim has been received for payment. (Delta Dental has a similar process).

In-network claims:

If you don't see a particular claim on *Coreview*, the CoreSource website, call your provider as soon as possible.

Ask the provider if the claim has been submitted.

- If your provider(s) has(have) submitted a claim, verify that:
 - the information provided on the claim was correct, such as I.D. number, etc.
 - the claim was sent to the correct place
- If a claim hasn't been submitted, you can generally provide your insurance information to your provider over the phone.

Your failure to follow up and respond to statements from providers or requests for additional information from Coresource could result in a provider's billing office sending your medical account to collections. **Don't let this happen to you!**

Helpful hint for Out-of network claims:

Generally, out-of network claims are first sent to Blue Cross, then routed to Coresource. Allow 60 days for the claim to appear on the www.coresource.com website. If there is no information on your claim on the *CoreView website after 60 days*, please send a copy of your out-of-network claim to the Peralta Benefits Office for follow up. The address is: PCCD Benefits, 333 East 8th St., Oakland, CA 94606.

Generally, claims are considered a payable expense on our self-funded plan within 12 months from the date of service.

CHECK OUT YOUR BENEFITS INFORMATION CENTER (BIC)!



To learn more about your District-sponsored benefit plans, please **bookmark** your Benefit Information Center (BIC) website:

www.peralta.pswbenefits.net or www.peraltareetirees.pswbenefits.net