



Welcome

## **Peralta Community College District Retirees**

Peralta Community College District is pleased to announce that Navia will now be managing Health reimbursements for **eligible retirees on a SISC medical plan** starting April 1, 2024.

Please ensure that Navia and the District Benefits Office have your updated address and phone number.

- 1. Starting April 1, 2024, you will no longer submit Health reimbursement forms to the District Benefits Office.*
- 2. The District will process any request for Health reimbursements that you are eligible for that were submitted to the Benefits Office before April 1, 2024.*
- 3. Navia will also continue Medicare A, B and D premium reimbursements as well once a month.*
- 4. What is needed for Navia Benefit Solutions to process my claim?**

*We will need an Explanation of Benefits (EOB)/receipt from your Primary Insurance Carrier detailing the patient's name, date of service, type of cost and the applicable deductible/coinsurance/copayment information.*

**The claim must be considered by the Primary Insurance Carrier before Navia can process and consider the claim.**

**5. How can I submit my claims to Navia?**

*We have several methods of submission for claims available.*

**Need Assistance? Call 559-256-1320 or Toll-Free 866-777-1320 or email us at [sps@naviabenefits.com](mailto:sps@naviabenefits.com)**

**Fax – 559.475.5780**

**Mail – Navia Benefits Solutions, P.O. Box 5809 Fresno, CA 93755**

**Email\* – [spsclaims@naviabenefits.com](mailto:spsclaims@naviabenefits.com)**

**SEE LAST PAGE FOR NAVIA CONTACTS**

*\*This submission method is available; however, we encourage you to fax or use the online portal to submit your claim for security reasons to protect your information.*

**6. Once I receive my Primary Carrier Explanation of Benefits (EOB) or receipts, what are my next steps?**

*Please keep your primary EOB or receipts for your records and submit your claim to Navia for reimbursement. Once Navia receives your claim, we will consider your claim for reimbursement and issue payment directly to you via check. You will also receive an EOB (explanation of benefits) from Navia detailing your payment and what your responsibility is for the claim (if applicable).*

7. You may contact a designated representative from Navia regarding any reimbursement questions you may have.

8. In addition, attached is your plan summary outlining what health expenses are eligible for Health reimbursement(s).

In addition to your medical coverage with your Insurance Carrier, you have a Health Reimbursement Arrangement (HRA) plan with Navia.

Your plan benefits are outlined in your Schedule of Benefits, (sent to you via mail with claim form).

Please review detailed information within this packet of your plan which outlines what is reimbursable.

### **What is a Health Reimbursement Arrangement (HRA) plan?**

*A Health Reimbursement Arrangement is a plan that is funded by The District. You and your eligible dependents may be reimbursed for qualifying medical expenses up to the amount shown on your Schedule of Benefits. HRAs are a tax-free benefit.*

### **Who can I reach out to if I have questions about my claims or plan benefits?**

*Navia's Scheduled Plan Services (SPS) team of experts are committed to addressing all your inquiries. **Please see the last page of this packet for our contact information to connect with our SPS team.***

### **What is the turnaround time for claims?**

*Our typical turnaround time for claims processing is 5 business days from the date we receive the claim. Holidays or delays in receiving the appropriate information may impact the standard turnaround time. You could check the status of your claim through your online portal or call our SPS team.*



SCHEDULED PLAN SERVICES TEAM  
MEMBER CONTACTS

ELIGIBILITY INQUIRIES	BENEFIT INQUIRIES
<p><b>ELIGIBILITY</b> ADDRESS CHANGES/ID CARD REQUESTS</p> <p>spseligibility@naviabenefits.com</p>	<p><b>SPS TEAM</b> BENEFIT SUPPORT</p> <p>(559) 256-1320* sps@naviabenefits.com</p>
CLAIMS INQUIRIES	
<p><b>CLAIMS</b> MEMBER SUPPORT/CLAIMS STATUS</p> <p>(559) 256-1320* spsclaims@naviabenefits.com</p>	<p><b>JASMINE GONZALES</b> SPS TEAM MANAGER (559) 549-0863 jgonzales@naviabenefits.com</p> <p><b>STACY RIDDICK</b> SPS DIRECTOR (559) 500-6448 sriddick@naviabenefits.com</p>

**\*ATTENTION MEMBERS:** WHEN YOU CALL 559-256-1320, YOU WILL BE PROMPTED BY OUR AUTOMATED SYSTEM TO SELECT THE APPROPRIATE DEPARTMENT. YOU WILL NEED TO SELECT THE SECOND PROMPT FOR **"PARTICIPANTS"**. FROM THERE YOU WILL BE ASKED WHAT TYPE OF PRODUCT YOU ARE CALLING FOR. IT WILL BE THE FOURTH SELECTION TITLED **"EXISTING SCHEDULED HRA CLAIMS AND BENEFITS"**. THIS WILL CONNECT YOU DIRECTLY TO OUR SPECIALTY REPRESENTATIVES IF YOU HAVE ANY QUESTIONS OR NEED ASSISTANCE.