

Key Contacts

IF YOU HAVE QUESTIONS ABOUT THESE TOPICS...	HERE'S WHERE TO GET INFORMATION...
Claims Administration • Eligibility and enrollment • Open Enrollment • Medical/Dental coverage and claims • Travel preauthorization • COBRA/HIPAA	Zenith American Solutions 201 W. North River Dr., Suite 450, Spokane, WA 99201-3201 Phone (Claims): 800-557-8701, option 2, then 2 (toll-free) Fax (Claims): 509-293-6535 Website: zenith-american.com Login to view your claims information. COBRA/HIPAA: 800-757-0071, Option 1 or 800-426-5980, ask for COBRA Dept.
Claims Administration • Flexible Spending Accounts (FSA) • Health Reimbursement Arrangement (HRA)	Website: zenithflex.com Mobile App (on Apple and Android): Zenith Flex Registration ID: Select "Employer Name" Employer Name: Enter "Public Employees Local 71 Trust"
General Trust Questions • 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 907-276-7611; Outside Anchorage 800-446-3671 (toll-free) Union website: local71.com ; click Health Trust to download forms
Precertification • 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 Center Services • Preventive Care • Routine Care • Treatment for illness or injury	Coalition Health Centers Website: coalitionhealthcenter.com • Anchorage: 701 East Tudor Road • 907-264-1370 • Fairbanks: 570 Riverstone Way, Unit 3 • 907-450-3300 • Mat-Su Valley (Wasilla): 1700 East Bogard Rd., Bldg. A, Ste 103 • 907-206-4601
Prescription Drug Benefits • Locate a CVS Caremark retail pharmacy • Using the retail or mail-order service • Brand name formulary • Specialty medications	CVS 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 • 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
Dental Benefits • Locate a Delta Dental provider • Dental services claims	Delta Dental of Alaska Phone: 888-374-8906 (toll-free) Website: deltadentalak.com
Nationwide PPO network • 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.



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Virtual Non-Urgent Medical, Behavioral Health and Dermatology Care • Access a provider by phone, online video or mobile app	Teladoc Phone: 800-TELADOC (835-2362) (toll-free) Website: teladoc.com
Surgery Care • Talk to a Care Coordinator about surgery options	Transcarent Surgery Care Phone: 855-586-2744 Website: transcarent.com
Virtual Physical Therapy Care • Get physical therapy by online video or mobile app	Transcarent Virtual Physical Therapy Phone: 855-586-2744 Website: transcarent.com