District Benefits Office

Eligibility Criteria & Deadlines

The District sponsors three programs that provide reimbursement of documented out-of-pocket expenses. Due to tax regulations and for audit purposes, receipts are required to receive the reimbursement.

Below are details about our programs. You may download forms from the Peralta.edu benefits website or call the Benefits Office at 510-587-7838, option 5#.

Overview of District Reimbursement Programs Managed by the Benefits Office

<table>
<thead>
<tr>
<th>Reimbursement Program</th>
<th>Eligibility Criteria</th>
<th>Frequency</th>
<th>Documentation Requirement</th>
</tr>
</thead>
</table>
| Medicare Premium Reimbursement Program | Retirees and eligible dependents                       | Quarterly March, June, September, December | 1. Medicare Reimbursement Request form  
2. Verification of the monthly premium paid |
2. Mail order receipts                                        |
2. Office Co-pay receipt with patient name                      |

CoreSource Service—Top 5 reasons why claims are delayed or not paid or “Why can’t CoreSource get it right?!”

In September 2006, Peralta Community College District replaced the Interplan Network with the Blue Cross Provider Network. This return was welcomed by many, yet frustrating for a few. The Blue Cross network offers over 500,000 providers nation-wide. Using the Blue Cross Provider Network meant returning to the many billing offices which handle claims for Blue Cross providers. Below is a list of the top reasons claim payments are delayed or not made. If you experience frustration with a claim, after you have attempted to seek closure with CoreSource on a specific matter, the Benefits Office and PSW Benefit Resources (The District benefits broker), are available to help.

1. Claims are misrouted to the incorrect address
   - Present your card at the point of service—the card has useful reference information—do not assume that your provider has your most recent card.
Benefits of Belonging

Peralta Community College strives to promote a healthy balance of work and life benefits. Feel free to share these resources with your family. As a consumer you are encouraged to identify yourself as an employee of an educational institution when engaging in your personal transactions. Maybe there is a discount you may not even be aware of. Following are a few options to consider:

24FITNESS

Peralta Community College District has partnered with the nation’s leader in fitness, 24 Hour Fitness, to offer their colleagues zero enrollment, reduced processing and discounted dues on a 24 Hour Fitness membership.

Pay first and last month’s dues and you’re in. These are “pay as you go” dues memberships (no long-term contract). Dues may either be paid monthly through electronic funds transfer, or annually.

Bring your business card, current pay stub, or badge as proof of employment (required at time of enrollment).

Our Bronze membership features:
• Processing fee $49
• Monthly fees as little as $29.99
• Family members can join at reduced monthly rates.

Theme Park Discounts

Purchase your discounted tickets from the Benefits Office. You can recognize a significant consumer savings over the ticket price if purchased at the theme park. How do you buy the “good-any-day” tickets? The Benefits Office will accept your personal checks from Peralta employees! Call the Benefits Office at 510 587-7838, option 5 # for more details.

<table>
<thead>
<tr>
<th>Park Name</th>
<th>PCCD Price</th>
<th>Gate Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Great America</td>
<td>29.95</td>
<td>46.95</td>
</tr>
<tr>
<td>Bonfonte Gardens</td>
<td>22.00</td>
<td>39.99</td>
</tr>
<tr>
<td>Six Flags Discovery Kingdom</td>
<td>24.99</td>
<td>47.99</td>
</tr>
<tr>
<td>Waterworld</td>
<td>15.99</td>
<td>29.99</td>
</tr>
</tbody>
</table>

More reasons why claims are not paid or payment is delayed

2. Claims are sent by the providers months after services received!
• The billing office of the provider send the bill to you and to CoreSource, but not necessarily at the same time. So you can get a bill before the claim reaches CoreSource. Remember your providers that they have 12 months to bill CoreSource.

3. Information in the claim requires more information from either the patient or the doctor.
• Sometimes, occupational injuries are submitted to CoreSource. Claims for work-related injuries need to be routed to the District’s workers compensation carrier. In other cases, when the patient is over 65 CoreSource asks for the Medicare explanation of benefits. With this documentation, claims are paid more accurately. Always keep your Medicare Explanation of Benefits to send to CoreSource. Some providers may automatically notify CoreSource of Medicare payments, other service providers do not.

4. Claims are incomplete or missing vital patient or medical diagnostic information.
• Did your provider submit the claim using the correct unique member id which begins with PZC......? For your protection, the wide use of Social Security Numbers are being phased out. Does the provider include diagnosis and treatment information that matches the billing?

5. Service Provider is not authorized to provide the service.
• Your doctor may be a good physical therapist, but is she/his licensed and affiliated with Blue Cross to also practice other medical disciplines?

6. Business ID of the provider is not recognized in the Blue Cross network.
• Your service provider may not have an exclusive relationship with Blue Cross, remind your providers to bill under the tax identification affiliated with Blue Cross.
• Rendered services are not covered.
• Experimental services, cosmetic treatments are excluded from our plan.
Visit the website to download and refer to important information! Navigate to forms, literature and hot benefit topics which can be found on the following websites:

- peralta.edu website
  - peralta.pswbenefits.net; or
  - peraltaretirees.pswbenefits.net
Did you know that your EAP website has new features added regularly?
Here's an overview:

**New Weekly Articles**
Here are the titles of a few of these:
- Questions to Ask Before Marriage
- "Lighten Up" Your Winter
- A New Financial You

**Interactive Self-Assessment: Emergency Preparedness**
This new electronic self-assessment offers users the opportunity to learn more about preparing for emergencies, and also provides customized Personal Plans based on the user's score. Look for a new self-assessment in the spring.

**Monthly Polls**
Users can view the poll results:

**Checklists**
A useful format for thinking and planning ahead for all types of life events, changes, and occasions; get checklists for
- Initiating a Lifestyle Change
- Planning a Family Vacation
- Undertaking a Physical Challenge
- Things to Consider Before Traveling Abroad

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**Solutions for Today's Manager**
This new monthly "Q&A" newsletter features real-world tips for managers. Each question and answer is written to help managers deal with typical workplace and employee scenarios. The content highlights ways in which the EAP can be a partner in finding solutions and helping to improve everything from communication to engagement and performance to team building.

**"Click and Learn" Interactive Educational Tool**
A new user-friendly and informative "Click and Learn" piece on "Successful Aging: Living Longer, Healthier and Better" was added to the site, and another one is in the works for May.

**Top Articles for First Quarter 2007**
- Money Management 101: A Weblogography
- FTC Facts for Consumers: Electronic Banking
- What's New in Healthy Eating?
- Knee Deep in Debt

**Top Assessments for First Quarter 2007**
- Total Health Grade
- Enneagram Profile
- Cancer Prevention Grade
- Sleep

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[Image of a poll]

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