Who Do I Call?

CALL YOUR DISTRICT OFFICE WHEN...

- You have questions regarding your payroll deduction.
- You want to know when your coverage will end.
- You need to change your address and/or phone number.
- You want to add a new family member, i.e., spouse, domestic partner, newborn, or other eligible dependent.
- You need to delete a family member, i.e., due to divorce, or an overage dependent getting married, or no longer eligible, or death in the family.

(Your district office will forward the paperwork to CVT, when applicable).

CALL CALIFORNIA'S VALUED TRUST WHEN...

- You have eligibility questions about yourself or your dependents.
- You receive a letter from California's Valued Trust and have questions.
- You have retiree health benefit coverage questions.
- You have questions about COBRA coverage, (continuing benefit coverage through CVT, after terminating employment).
- You need carrier phone numbers, not listed on your insurance card(s).

(CVT may need to refer you to another office when appropriate).

CALL THE CARRIER WHEN...

- You have questions on an explanation of benefits (EOB).
- You want to know how much deductible you have, or have met.
- You want to know how much towards your maximum you have used.
- You are billed or balance billed by a provider of service.
- You need the status of a claim.

(i.e.; Anthem Blue Cross, Delta Dental, VSP, HealthComp, or Caremark/PCS)