

Who should I call?

Because of HIPPA rules about privacy, sometimes Human Resources may not be able to help you. Here are some sample situations and where to get the information you need.

Call Human Resources 786-5498

- My doctor says I am not covered.
- I received cards for the wrong insurance plan.
- My name is misspelled on my insurance cards.
- Who is my beneficiary?
- I want to add a dependent.
- I want to drop a dependent.

Call your plan

- My claim was not paid.
- Got a bill from my doctor saying it is overdue.
- I have not received my insurance cards.

Call Human Resources or check the PEBB website under e-coverage (www.pebb.hca.wa.gov or use the link on the County Intranet site)

- My doctor says my dependent is not covered.
- I can't remember if I enrolled my dependent.
- I can't remember what coverage I have.

Call Human Resources or the PEBB 1-800-200-1004

- The pharmacy won't fill my prescription.