

Who should I call?

Because of HIPAA 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

- Address and telephone number changes.
- Requests for forms.
- Adding or dropping dependents.
- Payroll deduction information.
- Eligibility complaints/appeals.

Call your plan

- Benefit questions.
- Choosing a doctor or dentist.
- Verifying your doctor contracts with the plan.
- Verifying your drugs are covered.
- ID cards.
- Copayments, coinsurances, deductibles, and claims

Call Human Resources or check the PEBB website (www.pebb.hca.wa.gov or use the link on the Benefits web page)

- Verifying your dependents are enrolled.
- Verifying your medical plan.