RCCD | RIVERSIDE COMMUNITY COLLEGE DISTRICT

WHAT SHOULD YOU DO WHEN YOU HAVE A CLAIM ISSUE?

1. CONTACT THE CARRIER/PROVIDER TO VERIFY THE INSURANCE COMPANY HAS BEEN BILLED.

2. IF ENROLLED IN HEALTH NET OR KAISER AND THE ISSUE IS MORE THAN 60 DAYS OLD, CONTACT THE CARRIER/PROVIDER FOR STATUS. IF ENROLLED IN RCCD'S PPO PLAN, CONTACT KEENAN EMPLOYEE BENEFITS TPA.

3. IF STILL UNRESOLVED, CONTACT KEENAN & ASSOCIATES AND PROVIDE: MEMBER ID/SSN, DATE OF SERVICE, CLAIM AMOUNT, PROVIDER NAME, AND NATURE OF THE ISSUE.

Keenan and Associates serves as your escalation resource when claim issues cannot be satisfactoriily resolved.

Please send claim information to Keenan & Associates via email to gmartinez1@keenan.com

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