

RICHMOND COMMUNITY SCHOOLS

General Insurance Information

Dunn & Associates –Contact Information

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www.dunnbenefit.com

Benefit Analyst - Julia Karles; julia.karles@dunnbenefit.com
Senior Benefit Analyst - Jennie Blystone; jblystone@dunnbenefit.com
Claims Manager - Dee Jessee; djessee@dunnbenefit.com

IDENTIFICATION: Each employee enrolling for the first time will receive an ID card. Families will receive two cards. If additional cards are need for dependents, please contact your Personnel Department or Dunn & Associates.

SUBMISSION OF CLAIMS: In most cases, hospitals and doctors directly bill to the address on the back of your ID card. Claims forms will not be necessary in these cases. If you wish to submit the claim yourself, claim forms will be available from your Human Resource Department or Dunn & Associates. The claims should be mailed to the address on the back of your ID card.

DUNN ONLINE: Dunn & Associates is committed to “personal touch” customer service; however, we know that some people also want to have the option of obtaining information concerning their benefit plan via the internet. For this reason, we offer “Dunn Online”. Visit www.dunnbenefit.com.

PRECERTIFICATION: Call Clinix at (800) 227-2298 prior to receiving the following services to receive maximum benefits payable under the plan. Call within 48 hours if an emergency.



- Inpatient stays greater than 23 hours;
- Outpatient procedures requiring use of an anesthesiologist or a nurse anesthetist;
- Home Health Care
- Pregnancies
- Cancer Care (chemotherapy/radiation/surgery)
- MRI's; CT Scans; Physical, Speech & Occupational Therapy (outpatient basis only)
- PET Scans
- Dialysis
- Durable Medical Equipment (over \$500) *Please refer to your SPD for complete details.*

PPO NETWORK:



Your plan utilizes the Encore Health network. This network includes providers in your area. If you have any questions concerning the status of a provider in the network please feel free to contact Encore at (317) 621-4250 or toll free (888) 574-8180 or you can visit the website at <http://encoreconnect.com>.

PRESCRIPTION DRUG PROGRAM:



Your drug program is administered through KPP. You will be able to pay a co-pay at the time of purchase at network pharmacies. It will not be necessary to file a claim form with our office. Drug program information is included on your ID card. You may contact KPP Member Services at (800) 482-1285 or you can visit their website at www.kpp-rx.com.

SWIFTMD:



SwiftMD is a telemedicine service that delivers quality healthcare directly to patients in need.

- ❖ 24/7/365 nationwide access to U.S. Board-Certified physicians.
- ❖ Consults with doctors via phone or videoconference; Doctor makes a diagnosis and recommends treatment.
- ❖ Doctor calls in prescription when appropriate.
- ❖ Members can avoid unnecessary visits to ER, or long waits for an appointment at your doctor's office.
- ❖ **No Co-Pays and No Cost to You!** Your employer is paying for your membership!
- ❖ Simply call toll free 1-877-999-7943 when seeking health advice. Your active membership will be verified, and then your appointment scheduled. Call backs are received within 30 minutes of scheduling your appointment.

VISION PROGRAM: Your plan will utilize the VSP Network Discount Program for vision claims. If you have questions concerning the status of a provider in network, please contact Dunn & Associates or visit the website for VSP www.vsp.com.



DENTAL PROGRAM: Your plan does not utilize a Dental Network Discount Program. Dental claims submitted will be processed per the summary plan. *Please refer to your SPD for complete details.* <http://www.rcs.k12.in.us/administration/support-services/human-resources/insurance-information>