

Customer Service & Claims Contacts

(All numbers beginning with 800, 844, 855, and 866 are toll-free)

Name	Website/Email	Phone
ADVANCE MEDICAL	advance-medical.net/sisc	(855) 201-9925
AFLAC	www.aflac.com	(800) 992-3522
AMERICAN FIDELITY	americanfidelity.com	(800) 662-1113
ANTHEM BLUE CROSS	www.anthem.com/ca/sisc	See I.D. Card
ANTELOPE VALLEY COLLEGE		
Harmony Miller	hmiller8@avc.edu	(661) 722-6300 x6101
BLUE SHIELD of California	www.blueshieldca.com/sisc	(855) 256-9404
CALPERS	my.calpers.ca.gov	(888) 225-7377
CALSTRS	www.calstrs.com	(800) 228-5453
CALSTRS 403bComply	calstrs403bcomply.com	(800) 943-9179
COBRA – Hilda Tapia	hitapia@kern.org	(661) 636-4214
COLONIAL LIFE	www.coloniallife.com	(800) 325-4368
DELTA DENTAL of California	www.deltadentalins.com	(866) 499-3001
EMPLOYEE ASSISTANCE PROGRAM (EAP)		
Anthem Blue Cross (EAP)	www.anthemeap.com	(800) 999-7222
HEALTH MAINTENANCE ORGANIZATION (HMO) PLANS		
Kaiser Permanente	www.kp.org	(800) 464-4000
I.D. CARDS		See Vendor Website
INDIVIDUAL RETIREE PLANS/MEDICARE ADVANTAGE PLANS		
Blue Shield 65 Plus HMO Medicare Advantage		(800) 776-4466
CompanionCare		(800) 825-5541
Kaiser Senior Advantage		(800) 464-4000
MD Live (SISC PPO Members)	www.mdlive.com/sisc	(888) 632-2738
MEDICAL EYE SERVICES (MES)	www.mesvision.com	(800) 877-6372
MUTUAL OF OMAHA	www.mutualofomaha.com	(800) 377-9000
NAVITUS	www.navitus.com	(866) 333-2757
SISC		
Customer Service	sisc.kern.org	(661) 636-4410
Maria Pierce	mapierce@kern.org	(661) 636-4397
Kim Lyon	kilyon@kern.org	(661) 636-4304
SISC DIRECT BILL RETIREES		
Cristina Arias	crarias@kern.org	(661) 636-4651
TIAA	www.tiaa.org	(888) 842-7782
TRUSTMARK	www.trustmarksolutions.com	
VISION SERVICE PLAN (VSP)	www.vsp.com	(800) 877-7195