

HRA PLAN CLAIMS

CONTACT INFORMATION

Benefits Department

Phone: (925) 956-0514

Fax: (844) 859-7309

Email: benefits@pensiondynamics.com

Address: 2300 Contra Costa Blvd., Suite 400
Pleasant Hill, CA 94523

Website: www.pensiondynamics.com

Customer Service

The best way to check your claim status is to log into your account online at www.pensiondynamics.com. If you have not yet registered for an account, please contact Pension Dynamics Company LLC. The website is available 24/7 and is a great resource once you have registered.

Customer Service is available at (925) 956-0514 from 8 AM - 5 PM PST, Monday - Friday. You can also email us at benefits@pensiondynamics.com. Please include your name and your employer name on any correspondence sent to us but do not include confidential information such as your Social Security Number.

Important information before you begin

Tips for Completing the Claim Form

- Fill out each section completely. Any incomplete forms will not be able to be processed.
- Type or write legibly.
- Don't forget to sign your form. The employee who is participating in the plan is required to sign the form, not your spouse or other dependent.

Things to Include with your Claim Form

- An Explanation of Benefits (EOB) is required for all medical services. Prescriptions are the only exception to this.
- Provider statements, canceled checks, credit card receipts, and statements including "Previous Balance", "Balance Forward, or "Paid on Account" are NOT acceptable as they do not contain all of the required information.

Reminders for Submitting your Claim Form:

- Do not use a highlighter to highlight items or dollar amounts on substantiation.
- Retain the original of all requests including the substantiation, sending us a copy of the documents only. Pension Dynamics is not responsible for providing copies.
- Please allow 2 business days for your claim to be processed. Payments are not able to be issued until services have been incurred in full.
- If your claim is denied, you will receive a written statement telling you why the item could not be processed. If we need further information the denial letter will state what you can do in order to have your item re-processed.
- Do **NOT** combine your claim with your co-workers' claims. It will cause a delay in processing and may not be processed at all.
- If possible, scan your Claim Form and all substantiation and email the documents to us at benefits@pensiondynamics.com. This is the preferred method of claim submission as you will get a personal response back stating your claim was received.
- You may also Fax your Claim Form to (844) 859-7309.
- If you mail your Claim Form please send only copies, not originals, to: Pension Dynamics Company LLC, Attn: Benefits Department, 2300 Contra Costa Blvd., Suite 400, Pleasant Hill, CA 94523-3987.

