



*County of Kern  
Employee Medical Benefit Plan*

*Your Local Care Office*

*Presented by*

*Gallagher Benefit Administrators, Inc.*

*A Division of the Parker Group*

# GBA Local *CARE* Representation

Located at:  
5201 California, Suite 250

Members can visit their  
“Customer *Advocate Resolution Expert*”  
“*CARE*” *Representative*

Customer Service Phone Number:  
1-866-568-KERN (5376)

Local CARE Office:  
1-888-478-2650

# County of Kern Local Team Members

**CARE Representatives** will assist members with any complicated issues for which they may need help:

- **Jacque Rice** - 21 years in the industry primarily in medical claims processing as well as benefit administration.
- **Carol Anderson** - 7 years in the industry working within medical office as both an office manager and medical billing.

**Director of Provider & Client Relations** will handle overall Provider issues and facilitate Provider and Client relationships.

- **Charlie Smith** - Moved to Bakersfield in 1994 and was Dir. Of Managed Care with Med-Mart for 7 years, and previously Regional Manager for Physician Resource (3 years) and General Manager Odyssey Healthcare (1 year)

**Medical Director** will oversee clinical issues, specialty referral and any appeal processes.

- **Dr. David Field, MD, MPH** – Residency-trained occupational and environmental medicine physician, Board Certified in occupational medicine with an additional eight years of emergency and urgent care experience.

**Admin Assistant** will assist with issues as needed.

- **Brandi Thresher** – Born in Bakersfield, Brandi is familiar with the County Plan through prior employment with Schaller Anderson.

# Important Contact Information

- **Customer Service Phone Number:**
  - Provides assistance with benefit and claim questions to members and provider
    - 1-866-KERN (5376)
- **Local CARE Office:**
  - For assistance with complicated issues in which members require localized assistance
    - 1-888-478-2650
    - 5201 California Ave, Suite 250
- **Claim Filing Address:**
  - GBA; PO Box 5207; Lisle, IL 60532
- **Website Address:**
  - [www.mycountyofkernmedicalplan.com](http://www.mycountyofkernmedicalplan.com)