



## ASi Claims Department Contact Information

**Eligibility Changes** – You should inform your employer of any eligibility changes to your Medical/Dental/Vision account. All eligibility changes can only be done through your employer.

**Address Changes** – All address changes must be done in writing. Please email [eligibility@asibenefits.com](mailto:eligibility@asibenefits.com), or fax 559-475-5786 with any address changes. We do recommend you advise your employer of the address change as well.

**Claims Submissions** – You can e-mail your claim to [claims@asibenefits.com](mailto:claims@asibenefits.com), fax to 559.475.5780 or mail to the address listed below. If applicable, please include the carrier explanation of benefits if you are submitting a medical bill or statement.

**Claims Questions or Status** – You can contact our office at the numbers listed below and our receptionist will direct your call to one of our account representatives. You can also email our account representatives at [claims@asibenefits.com](mailto:claims@asibenefits.com).

**ID Card Requests** – additional or replacement ID cards can be requested. Please email [idcards@asibenefits.com](mailto:idcards@asibenefits.com) or call our office and ask to speak to our ID cards team.

**Member Reimbursements** – All claims received in our office are paid to the provider by default. If you have already paid your provider or doctor, please make sure to indicate this to us when submitting your claim so we can make sure to reimburse you directly. If you have not paid your provider yet, and would like us to reimburse you, we can do so. Please note, it is your responsibility to pay your provider directly if reimbursement has been submitted to you.

You can also contact our office at the numbers listed below and our receptionist will direct your call to one of our account representatives. We look forward to working with you.

Administrative Solutions, Inc. (ASi)  
P. O. Box 5809, Fresno, CA 93755  
Ph. 559.256.1320 / Fax 559.475.5780 / Toll Free 1.866.777.1320  
[claims@asibenefits.com](mailto:claims@asibenefits.com)

Administrative Solutions, Inc. (ASi)  
P. O. Box 5809, Fresno, CA 93755  
Ph. 559.256.1320 / Fax 559.475.5780 / Toll Free 1.866.777.1320  
[claims@asibenefits.com](mailto:claims@asibenefits.com)