

Shasta hires Grand Ronde customer service rep

Josie Allison trained to help Tribal health plan members

By Gina Blanchette

Special to Smoke Signals

Shasta Administrative Services, which took over as the Confederated Tribes of Grand Ronde's third party health plan administrator on Jan. 1, has hired a new on-site customer service representative.

Josie Allison, 24, will be tasked with serving the needs of all Grand Ronde health plan Tribal members, employees and dependents.

Allison is an Oregon native, born and raised in Klamath Falls. She earned a bachelor of science degree in business management from Western Oregon University in 2007 and lived in the Willamette Valley area for the past five years.

She said she is a people person who loves animals and enjoys camping, hiking and other outdoor activities.

Allison spent most of May training in Redmond with Shasta's Customer Service team, where she learned to research claim issues and provide benefit help exclusively for Grand Ronde health plan members.

She said she sees herself as an advocate for the Tribal health plan members and is excited to take on this new customer service role.



Photo by Michelle Alaimo

Josie Allison is the new on-site customer service representative for Shasta Administrative Services. Her office is located on the second floor of the Tribal Health & Wellness Center.

Allison said she realizes that health care and insurance can be complicated and members can become frustrated and stressed, but she finds great satisfaction in helping people deal with difficult situations and ensuring they get the answers they need.

Tribal health plan members can see Allison between 8 a.m. and 5 p.m. Monday through Friday. Her office is on the second floor of the Health & Wellness Center in Grand Ronde between the business offices and administration.

Health plan members also can

call her directly with any health care claim or benefit need at 800-880-5877 between 6:30 a.m. and 5:30 p.m. Monday through Friday.

If Allison is not available when a call is received, a customer service specialist from Shasta will be available to assist. ■

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Community of Oregon

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