

Who can I call for help?

There are several places you can receive help if you run into a question on your policy.

- Summary Plan Description (benefit booklet)

The best place to start is with your benefit book. The benefit book will give a description of who is covered, what benefits are provided and how the plan will pay claims.

- On-line

Many insurance companies now offer on-line tools to research your claims via a secure web-page. They also offer research tool and education materials on healthy lifestyles.

- Customer Service Department

The Customer Service Department can offer one on one help and walk through claims issues. Due to privacy regulations it is best that you start with the Customer Service Department before contacting the Broker or Human Resources.

- Broker/Consultant

Our office staff is here to help if you run into questions. Please feel free to contact us at 1-800 272-9278.

- Human Resource Office

Many employers offer assistance through their Human Resources office.