



EMPLOYEE SERVICE CENTER

A FREE & CONFIDENTIAL SERVICE

We would like to introduce you to AssuredPartners MCM (APMCM), our new benefits consultants. Effective immediately, you have access to the APMCM Employee Service Center for assistance with any benefit questions or claims issues you or your covered family members may have. This does not change any of our current health care benefits and does not affect the premiums you currently pay for insurance. There is no cost to you to contact the Employee Service Center. You may be required to sign a release of medical information in order for us to contact the insurance carrier or vendor on your behalf. Please see below for more information.

EXAMPLES OF BENEFIT QUESTIONS

- What are my Benefits?
 - Medical / Rx / Dental / Vision
 - Flexible Spending Account
 - Health Reimbursement Arrangements
 - Life and Disability
- How much of my deductible have I met?
- Do I need pre-authorization?
- How do I find an in-network provider?

EXAMPLES OF CLAIM QUESTIONS

- Why was my claim denied?
- Why did my insurance only pay part of the bill?
- How do I submit a claim?
- Can you verify that my claim was paid correctly?
- How do I file an appeal for a denied service?

OTHER SERVICES

- Ordering ID Cards
- COBRA Questions
- Medicare Referrals
- Individual Coverage Referrals
- Eligibility/Enrollment Questions

MONDAY – FRIDAY

7:30 am – 5:00 pm PT

CONFIDENTIAL EMAIL

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LOCAL

206.343.4175

TOLL-FREE

888.343.3330

FAX

206.343.4195

TTY/TTD

206.748.9578 or 855.877.4726