



# INSURANCE ASSISTANCE

APMCM EMPLOYEE SERVICE CENTER



EMPLOYEE  
SERVICE  
CENTER

## A FREE & CONFIDENTIAL SERVICE

We would like to introduce you to AssuredPartners MCM (APMCM), our new benefits consultant. Effective immediately, you have access to the APMCM Employee Service Center.

Their benefit advocates can help answer your insurance and benefit questions and assist with claim issues for you and your covered family members. There is no cost to you for contacting the Employee Service Center.

Please see below for more information.

### EXAMPLES OF BENEFIT QUESTIONS

- What are my benefits?
- How will a specific service be covered?
- Does this service require prior authorization?
- How do I find an in-network provider?

### EXAMPLES OF CLAIM QUESTIONS

- Why did my insurance pay nothing?
- Why did my insurance pay only part of the bill?
- How do I submit a claim?
- How do I file an appeal for a denied service?

### MONDAY – FRIDAY

7:30 am – 5:00 pm PT

### CONFIDENTIAL EMAIL

[mcm.esc@assuredpartners.com](mailto:mcm.esc@assuredpartners.com)

### PHONE

206.343.4175 -or- 888.343.3330

Language Interpretation Services Available

\*You may be required to sign a release of medical information in order for the advocate to contact our insurance carriers on your behalf.