



EMPLOYEE SERVICE CENTER

A FREE & CONFIDENTIAL SERVICE

Benefit Advocates are specially trained individuals who can help answer your insurance and benefit questions and assist with claim issues for you and your covered family members.

EXAMPLES OF BENEFIT QUESTIONS

- What are my Benefits?
 - Medical / Rx / Dental / Vision
 - Health Savings Account
 - 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

mcm.esc@assuredpartners.com

LOCAL

206.343.4175

TOLL-FREE

888.343.3330

FAX

206.343.4195

TTY/TTD

206.748.9578 or 855.877.4726