Benefit Advocate FAQ
National Service Center

Our Benefit Advocate Team is dedicated in helping employees navigate their employee benefits and claims. Following are some helpful tips that will help us support you.

WHAT INFORMATION DO I NEED TO GIVE THE BENEFIT ADVOCATES?
- Your name, phone number with area code and e-mail address
- Carrier ID Number or Social Security Number
- Employer Name, Employee Name if you are a Dependent
- Claim detail such as provider name, date of service, and cost

WHY DO THE ADVOCATES NEED THIS INFORMATION?
This will help us locate your employee benefits and enrollment. In the event we need to follow-up with your insurance carrier or provider, they may need additional information to advocate on your behalf.

WILL MY INFORMATION BE CONFIDENTIAL?
Yes, we take privacy seriously. At times, we will be required to obtain a signed authorization from you to advocate on your behalf and will share with you the required form or phone number to contact.

CAN MY SPOUSE OR PARTNER CONTACT THE BENEFIT ADVOCATES?
Yes, spouses and partners can also utilize the service when they have questions on their benefits, as well as questions on behalf of their dependent children.

ARE BENEFIT ADVOCATES AVAILABLE ON THE WEEKENDS?
The advocates are available Monday – Friday, 5:00 am – 5:00 pm PT, after hours employees can leave a voice message or send an e-mail.

WHAT ARE SOME OF THE QUESTIONS THE BENEFIT ADVOCATES <u>CAN</u> ASSIST WITH?
- Enrollment and eligibility questions for new hires, during open enrollment, and mid-year changes
- Benefit questions, including insurance carrier requirements such as pre-authorization
- Claim questions such as status, explanation of how a claim was processed, and appeal process

WHAT ARE THE QUESTIONS THE BENEFIT ADVOCATES <u>CANNOT</u> ASSIST WITH?
- Questions for your employer such as vacation, leave of absence, and paycheck questions
- Workers Compensation, Medicare, and other State, Federal or Government Plans
- Passwords reset or Website Tech Support
- **NOTE**: Benefit Advocates will provide a resource for these questions when possible