

LET US HELP WITH:

Claims

ID cards

Referral services



# Employee Benefits Are About People. So Are We.

**ONE REASON** your company selected OneDigital as its benefits firm is that we provide extra services directly to you. Through our Customer Advocate Center, you have access to representatives who will help you get the most out of your benefits and answer your questions. We do this because we want our customers to have great experiences.

Live representatives are available by phone, email, online chat or fax to answer questions about policies, procedures and claims. Each person you contact will be familiar with your company's benefits and is ready to support you. They will advocate on your behalf and help resolve issues with insurance companies. You get the personal service you deserve and the answers you need in a confidential conversation.

- We help educate you about your benefits and teach you how to navigate within the health care system
- Our experienced advocates can assist with claims issues

## Customer Advocate Center

We are available by phone, email, fax or online chat - Monday – Friday, 8 a.m. to 8 p.m. (EST)

### Your Questions. Answered!

**Our customer advocates answer your questions from work, home, the doctor's office, pharmacy and emergency room:**

- What's the deductible for emergency room visits?
- I am having trouble getting my prescriptions filled; can you assist?
- What is the status of my claim?
- Is a provider in-network?
- I was hospitalized and have not yet received my bill. What should I do?
- And much more ...



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