

Training For How To Contact BEN-E-LECT When You Have Questions

From time to time, everyone has at least one question about his or her health plan or the benefits it provides. It might be as simple as "Is my doctor in the PPO network?" or as complex as "I just received the bill for my hospitalization and I do not understand my patient responsibility". In either example, you need information.

BEN-E-LECT thinks it should be easy for its members to access the answers to these questions. That is why we provide a well trained and supportive staff to answer your questions.

At BEN-E-LECT, you have a designated a Benefit Advisor to assist you with inquiries ranging from benefits to eligibility. We have a team of Benefit Advisors readily available to assist each member, group contact, and agent. Your Benefit Advisor will respond to all complex questions or issues and make proactive calls to employers from time to time as well as be available to field calls when necessary.

It is important to remember that you can get the answer to most of your questions from any member of our Benefit Advisor Team. Our Staff of Benefit Advisors can answer any question you have which gives you access to many more people when you call BEN-E-LECT. If you ask for your designated Benefit Advisor every time you call, even for the simplest questions, the likelihood that you will need to leave a voicemail increases. Your designated Benefit Advisor can only field one call at a time.

You can speak with one of our many Benefit Advisors for every kind of question. If your question requires research then our team will pass your question to your designated Benefit Advisor for resolution. We want you to speak to a live person when you call and by contacting the team this will help increase that possibility. We want you to get the information you need about your plan as easily and as quickly as possible.

People often forget about the benefits of their plan or how their plan really works because by nature most of us do not use our plan very often. Our staff knows this and that is why we strive to make the information and answers you seek as easy to get as possible.

Please do not hesitate to contact our staff with any questions you have. Your employer wants you to know about your plan and how to use it when needed. Our job is to help you do that.

We appreciate the opportunity to serve you.