

DIRECT SUPPORT

Participant Support

A direct channel to real answers — not just during enrollment, but whenever a question comes up.

Guides and communications answer most questions before they're asked. But sometimes you need something more specific — a quick check on how your plan applies to your situation, or help understanding a bill. Participant Support gives you a direct way to ask and get a real answer, without waiting on HR or digging through plan documents.

HOW TO REACH US

- ☐ Have your **name and employer** ready so we can pull up the right plan details
- ☐ Ask your question in **plain language** — no need to know the official terms
- ☐ Expect a **real response**, not an automated FAQ loop
- ☐ Save the contact info below so it's on hand whenever you need it

WHAT YOU CAN ASK ABOUT

Plan Details & Coverage

What's covered, what's not, and how your specific plan actually works.

Enrollment & Deadlines

Windows, waiting periods, and what happens if you miss one.

Life Events & Changes

Marriage, birth, divorce, or losing other coverage — what to update and when.

Costs & Billing

Understanding a charge, a deduction, or a bill that doesn't look right.

WHEN TO USE IT

During Enrollment	Compare options and confirm you're choosing the right coverage before you submit.
After a Life Event	Update your elections and understand your new deadline — usually 30 days.
Anytime During the Year	Ask about a bill, a claim, or anything that doesn't match what you expected.
Before You Assume	If something about your coverage looks off, check before you skip a visit or a prescription.

Participant Support answers questions about your benefits. It does not replace your plan documents or your carrier's claims process for coverage decisions.