

Need help navigating your benefits?

CONNER
STRONG &
BUCKLEW

BENEFITS QUESTIONS

HOW TO ENROLL

PROVIDER BILLS

CLAIMS ISSUES

ADVOCACY

Carrier Contact Information

Contact your People Operations Team with benefit questions. For help with claims or special assistance contact the insurance company or the Benefits MAC team.

Medical/Vision: Independence Blue Cross
877.393.6740 | www.ibx.com

Prescription: Independence Blue Cross
888.678.7012 | www.ibx.com

Dental: Cigna
800.564.7642 | <https://my.cigna.com>

**Accidental Injury/Hospital/Critical
Illness: Cigna**
800.754.3207 |
www.cignasupplementalhealthplans.com

**Group Life/Supplemental Life/AD&D/
STD/LTD: NY Life**
800.238.2125 | www.mynylgbs.com

EAP: Carebridge
800.437.0911 | www.myliferesource.com

Don't get lost in a sea of benefits confusion! With just one call or click, the Benefits MAC can help guide the way!

The Benefits Member Advocacy Center ("Benefits MAC"), provided by Devereux's benefit partner, Conner Strong & Bucklew, can help you and your covered family members navigate your benefits. Contact the Benefits MAC to:

- Find answers to your benefits questions
- Search for participating network providers
- Clarify information received from a provider or your insurance company, such as a bill, claim, or explanation of benefits (EOB)
- Guide you through the enrollment process or how you can add or delete coverage for a dependent
- Rescue you from a benefits problem you've been working on
- Discover all that your benefit plans have to offer!

Contact the Benefits MAC at 800.563.9929 or submit a request online at www.connerstrong.com/memberadvocacy

Available Monday through Friday, 8:30 am to 5:00 pm ET, After hours, you will be able to leave a message with a live representative and receive a response by phone or email during business hours within 24 to 48 hours of your inquiry.

Devereux
ADVANCED BEHAVIORAL HEALTH





Commonly Asked Questions about the Benefits Member Advocacy Center

When should I contact the Benefits MAC?

Through Conner Strong & Buckelew, our insurance brokerage firm, you will have access to the Benefits MAC to assist you in a variety of ways. If you experience any of the following, please contact a Member Advocate:

- You believe your claim was not paid properly
- You need clarification on information from the insurance company
- You have a question regarding a bill from a doctor, lab or hospital
- You are unclear on how your benefits work
- You need help to resolve a problem you've been working on

When should I contact the Devereux People Operations Team?

The Devereux People Operations Team is here to help you, in addition to the Benefits MAC. However, there are certain questions that the Benefits MAC will not be able to answer for you and you will need to speak directly to the Devereux People Operations Team.

If you have an eligibility question, such as:

- "Have I satisfied the benefit waiting period?" or
- "When can I elect benefits?"

How can I contact the Benefits MAC?

You may contact the Benefits MAC in any of the following ways:

- Via phone: **800.563.9929**, Monday through Friday, 8:30 am to 5:00 pm
- Via the web: go to **www.connerstrong.com/memberadvocacy**
- Via e-mail: **cssteam@connerstrong.com**
- Via fax: **856.685.2253**

Can the Benefits MAC assist with multiple languages?

Yes! Through Para Plus® language line the Benefits MAC will be able to communicate with any employee and/or their eligible dependent(s) that requires a language other than English.

Para Plus® language line offers an interpreter who will be a third-party responsible for communicating between a Member Advocate and the Devereux employee and/or their eligible dependent(s).

