Benefits BUZZ

Service tips brought to you by
Boone Insurance Associates

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DID YOU KNOW?

Our service team can help you with things like, "My premium hasn't been deducted from my checking account yet." Or "I received a bill from my doctor. When I called them they said my insurance was no longer active." Another one we receive is "Why is my copay so high at the pharmacy?" We can even assist in locating a provider or preferred pharmacy for you in order to get the most out of your coverage.

Important Change

In an effort to provide a better client experience we have recently changed our phone system. The new system allows you to select which department you need to speak to get you to the right person the first time. It also allows you to decide how long to sit on hold. If all of our Client Relations Associates are busy assisting other callers you can choose to stay on the line or leave a voicemail for us to call you back.

- To reach our service team with questions or concerns about your current coverage select option 1.
- To reach our Sales team to discuss the purchase of a new plan or to discuss changing your current coverage select option 2.

Info from our Group Service Team

We are excited to see more insurance carriers embracing electronic enrollment systems. Depending on your carrier, you may experience a new process for electronic enrollment or verification at your renewal this year. As your broker, we will be working closely with you to help you navigate these streamlined systems.

For More Information
For additional information or for any service related issues, contact our service team at extension 409.

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Reminders

If you are a Medicare recipient and are not collecting Social Security at this time please remember to pay your part B premium to the Social Security Department. If you would like to know more, contact our service team.

For Group Clients, it can be difficult to determine a new employee's eligibility for benefits, especially when your company is growing quickly. Our service team is happy to confirm eligibility and enrollment periods for your new hires, in addition to assisting with enrollment forms and submission. Please feel free to notify us of any changes to your team!