

# BeneService Member Advocacy

## *Do you need help resolving a benefits issue?*

BeneService, provided by Conner Strong & Buckelew, allows you to speak to a specially trained Client Service Associate who can help you get the most out of your benefits.

## *You can contact BeneService for assistance if you:*

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

Client Service Associates are available Monday through Friday, 8:30am to 5:00pm (EST). 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.



### How can I contact BeneService?

You may contact BeneService in any of the following ways:

- Via phone: **800.563.9929**, Monday through Friday, 8:30 am to 5:00 pm
- Via the web: **www.connerstrong.com** and click on the "Employee Benefits" tab then, click "BeneService" and complete the fields
- Via e-mail: **cssteam@connerstrong.com**
- Via fax: **856.685.2253**