

## IMPORTANT INFORMATION ABOUT YOUR EMPLOYEE BENEFIT PLANS

Listed below is the name of the insurance carrier, telephone number and website for questions concerning your employee benefit plans. You should call your insurance plan if you have an issue or question.

However, if you feel that your call was not handled properly, that you have been given incorrect information, or your issue was not resolved appropriately, you should then contact your Willis C.A.R.E. Center Benefits Consultant or Associate for assistance.

### Medical, Prescription, Dental and Vision Insurance Carriers

#### Horizon BCBS of NJ

800-355-2583

[www.horizonblue.com](http://www.horizonblue.com)

#### Benecard

800-734-9528

[www.benecard.com](http://www.benecard.com)

#### Eastern Dental

800.982.5529

[www.easterndental.com](http://www.easterndental.com)

[www.dentalservicesorganization.com](http://www.dentalservicesorganization.com)

#### Horizon Dental

1-800-4-DENTAL (433-6825)

[www.horizonblue.com](http://www.horizonblue.com)

#### Vision Service Plan

1-800-877-7195

[www.vsp.com](http://www.vsp.com)

### Willis C.A.R.E. Center Contact Information

#### Benefits Consultant

**Ann Marie Jedlicka**

1-888-676-6767 x 4

973-410-4600 Fax

[annmarie.jedlicka@willis.com](mailto:annmarie.jedlicka@willis.com)

- Available between the hours of 8:30 a.m. and 5:00 p.m. Eastern Time, Monday through Friday.
- When leaving a message leave your name, employer name, insurance ID#, date of birth, home address, number where you can be reached and issue detail.
- If Ann Marie is unavailable her voice mail will refer you to someone who can help in her absence. In this case you may also press "0" and ask for a C.A.R.E. Benefits Consultant.

### Quick Tips:

**Calling the insurance company** to get a question answered or an issue resolved does not have to be a harrowing experience. If you keep the following tips in mind when calling, your interaction can be significantly improved.

- ☎ Typically the best times to call are 8:30 am to 11:30 am and 2:30 pm to 5 pm.
- ☎ It's best not to call on Mondays unless it is an emergency.
- ☎ ID # and/or Social Security # should be readily accessible.
- ☎ Have pen and paper on hand.
- ☎ Note the date and time that you called.
- ☎ Note the full name, first and last, of the representative you have spoken to and their direct dial telephone number.
- ☎ For claims, have the actual bill available or date of service, amount billed, and provider information.
- ☎ If pre-certifying any procedures, make sure to write down the reference number.
- ☎ When calling to notify of an emergency room visit, all pertinent information such as date and time of service, facility, symptoms and procedures will be needed.
- ☎ If your question or issue is not handled on the first call, be sure to find out when you can expect a return call and who will be calling you back.

You should call your insurance plan first if you have an issue or question. However, if you feel that your call was not handled properly, that you have been given incorrect information, or your issue was not resolved appropriately, you should then contact your **C.A.R.E. Benefits Consultant Ann Marie Jedlicka**, for assistance.