Why won't they pay my claim?

Services denied?! How can my claim still be "in process"? It's been two months!

I called my insurance carrier, but now I'm just more confused. Do I have mail-order prescription benefits?

## Call the Benefit Resource Center ("BRC"), We're Here To Help!

## We speak insurance. Our Benefits Specialists can help you with:

- Deciding which plan is the best for you
- Benefit plan & policy questions
- Eligibility & claim problems with carriers
- Information about claim appeals & process
- Allowable family status election changes
- Transition of care when changing carriers
- Claim escalation, appeal & resolution

- Medicare basics with your employer plan
- Coordination of benefits
- Finding in-network providers
- Access to care issues
- Obtaining case management services
- Group disability claims
- Filing claims for out-of-network services

## **Benefit Resource Center**

BRCMT@usi.com | Toll Free: 855-874-0742 Monday through Friday 8:00am to 5:00pm Central, Mountain, and Pacific Standard Time