

Have Questions or Need Help?



Help with Claims, Benefits, ID Cards, & more!

THE FASTEST METHOD: Contact your insurance company directly!

(Average turnaround time: Immediate resolution up to 5 business days)

For claim questions, have your member ID card or group number, Explanation of Benefits (EOBs) and invoices available.

Certain lines of coverage do not offer a member ID card. Please reference your group number or social security number.



Phone

Call the number listed on your ID card.



Member Portal

Login to access EOBs, temp ID cards, obtain deductible status, etc.



Message

Most insurance companies provide a messaging option within the member portal.



STILL NEED HELP?

For complex or unresolved questions, contact your SIG Team at 410-823-8066. **(Average turnaround time: 5-14 business days; complex issues may take longer)**

Please note: HIPAA authorization form may be required.