

Group Employer Services self-service phone system

Get fast and accurate information 24 hours a day, 7 days a week.

Simply speak in a natural way to request information. The system can understand you best when you use a handset (rather than a speakerphone) from a quiet place. You can always enter information using a touch-tone telephone's buttons instead of your voice. When you're in a noisy environment, you can use the mute function on your phone and the system will be able to identify the entries you key in to your touch-tone phone.

Whenever you use touch-tone phones to enter information, remember the order in which the options

are given. For example, for the second option, press 2. Some touch-tone shortcuts appear in the chart below.

Here are a few examples of some information you can request quickly and easily:

- Contact information
- Billing information
- Policy terminations
- Contact Information Change Form
- Member information

Call (800) 325-5166

Main Menu

Say	Or Press	Say	Or press	Say	Or press	Or Say	Or press	Or Say	Or Press	
Contact Information	1	Billing Information	2	Policy Terminations	3	Contact Information Change Form	4	Member Information	5	
The system will then ask:		The system will then ask:		The system will then ask:		The system will then ask:		The system will then ask:		
What type of contact information would you like? Say "email," "fax," or "mailing address."	1 for email	Are you the plan administrator? Say "yes" or "no."	1 for yes	To cancel a single employee press 1. To cancel an entire group press 2. If you've received a notice confirming termination of coverage for your group and are seeking reinstatement information press 3.	1 for single employee	I can fax the change form to you.	1 for yes 2 for no	Are you the plan administrator? Say "yes" or "no."	1 for yes	
	2 for fax		2 for no		2 for entire group				If fax number on file: Would you like to use the same fax number? Say yes or no.	2 for no
	3 for mail	The system will then say:			Please tell me the Account Number you're calling about. Note that the last four numbers of your account number are your billing unit and should not be read out here.	3 for reinstatement information		If fax number not on file: Ok, tell me the 10 digit fax number.	The system will then say:	
									Now I need to look up the plan. We can use the identification number of the primary subscriber on the policy or their social security number.	
						The system will then say:		Now, please say the month, day and year of birth for the patient you're calling about. (DOB can also be entered like 01 01 1981)		

