


WHOM DO I CALL?

Type of Service Issue:	<div style="border: 1px solid black; padding: 2px; display: inline-block; margin-bottom: 5px;">association benefits company</div> 27333 Meadowbrook Road, Suite 230 Novi, MI 48377 www.association-benefits.com Toll Free: 800.782.0712 Fax: 248.356.8589	 Blue Cross Blue Shield Blue Care Network of Michigan Association Hotline Use phone number listed on back of member's ID card	Your Independent Agent
Monthly Billing / Remittance	√		
Monthly Premium Questions	√		
Send Premium Checks to	√		
Delinquent accounts will have their agent notified of pending cancellation	√		√
Employee Changes (use Enrollment Change of Status form for all changes)	√		
Fax to attention Kris/Kathy:	√		
Mail original to	√		
Supplies			
Enrollment Change of Status Forms	√		
Provider Directories	√		
Mail Order Drug enrollment kits	√		
Payroll Stuffers	√		
Claim Forms for Reimbursement	√		
Plan Administration			
Additional I.D. cards	√		
Summary Plan Descriptions (SPD)	√		
Claim Issues			
Initial Call to determine status	√		
Some claim issues may require involvement of		√	√
Plan Design Changes / Rates			
Annual Rate Renewal Package prepared and sent by	√		
Direct requests for new plan design or rates to			√
When in Doubt, call	√		