

# Need help navigating your benefits?

CONNER  
STRONG &  
BUCKELEW

BENEFITS QUESTIONS

HOW TO ENROLL

PROVIDER BILLS

CLAIMS ISSUES

ADVOCACY

## Carrier Contact Information

If you have questions about your benefit plan or a claim payment, your first point of contact should be directly with your insurance company. However, if you are unable to resolve your concerns or require special assistance, you may contact a Member Advocate to intercede on your behalf.

### Medical/Rx: Aetna

888.318.2349 | [www.aetna.com](http://www.aetna.com) |  
[www.aetnavigators.com](http://www.aetnavigators.com)

### FSA: Flores

800.532.3327 | [www.flores247.com](http://www.flores247.com)

### HSA: The HSA Authority

888.472.8697 | [www.thehsaauthority.com](http://www.thehsaauthority.com)

### Dental: Delta Dental

800.452.9310 | [www.deltadentalnj.com](http://www.deltadentalnj.com)

### Vision: Aetna

800.240.2386 | [www.aetnavision.com](http://www.aetnavision.com)

### Life & Disability: Mutual of Omaha

800.775.6000 |  
[www.mutualofomaha.com/support/contact-us](http://www.mutualofomaha.com/support/contact-us)

### EAP: Aetna

888.238.6232 | [www.resourcesforliving.com](http://www.resourcesforliving.com)

Don't get lost in a sea of benefits confusion! With just one call or click, the Benefits MAC can help guide the way!

The Benefits Member Advocacy Center ("Benefits MAC"), provided by Conner Strong & Buckelew, can help you and your covered family members navigate your benefits.

Contact the Benefits MAC to:

- Find answers to your benefits questions
- Search for participating network providers
- Clarify information received from a provider or your insurance company, such as a bill, claim, or explanation of benefits (EOB)
- Guide you through the enrollment process or how you can add or delete coverage for a dependent
- Rescue you from a benefits problem you've been working on
- Discover all that your benefit plans have to offer!

Contact the Benefits MAC at 800.563.9929 or submit a request online at [www.connerstrong.com/memberadvocacy](http://www.connerstrong.com/memberadvocacy)

Available Monday through Friday, 8:30 am to 5:00 pm ET, After hours, you will be able to leave a message with a live representative and receive a response by phone or email during business hours within 24 to 48 hours of your inquiry.



Sacred Heart  
UNIVERSITY





# Commonly Asked Questions about the Benefits Member Advocacy Center

## When should I contact the Benefits MAC?

Through Conner Strong & Buckelew, our insurance brokerage firm, you will have access to the Benefits MAC to assist you in a variety of ways. If you experience any of the following, please contact a Member Advocate:

- You believe your claim was not paid properly
- You need clarification on information from the insurance company
- You have a question regarding a bill from a doctor, lab or hospital
- You are unclear on how your benefits work
- You need help to resolve a problem you've been working on

## When should I contact the Sacred Heart University Human Resources Department?

The Sacred Heart University Human Resources department is here to help you, in addition to the Benefits MAC. However, there are certain questions that the Benefits MAC will not be able to answer for you and you will need to speak directly to the Sacred Heart University Human Resources department.

If you have an eligibility question, such as:

- "Have I satisfied the benefit waiting period?" or
- "When can I elect benefits?"

## How can I contact the Benefits MAC?

You may contact the Benefits MAC in any of the following ways:

- Via phone: **800.563.9929**, Monday through Friday, 8:30 am to 5:00 pm
- Via the web: go to **[www.connerstrong.com/memberadvocacy](http://www.connerstrong.com/memberadvocacy)**
- Via e-mail: **[cssteam@connerstrong.com](mailto:cssteam@connerstrong.com)**
- Via fax: **856.685.2253**

## Can the Benefits MAC assist with multiple languages?

**Yes!** Through Para Plus® language line the Benefits MAC will be able to communicate with any employee and/or their eligible dependent(s) that requires a language other than English.

Para Plus® language line offers an interpreter who will be a third-party responsible for communicating between a Member Advocate and the Sacred Heart University employee and/or their eligible dependent(s).