

Help is here!
Our New Benefits HelpLine

Insight Global Presents-
Wells Fargo Insurance Services Benefit HelpLine

(888) 336-7463

In a continuing effort to improve our benefit services and make them more responsive to your needs, Insight Global is pleased to announce that we have secured the services of a professional employee benefits service firm, Wells Fargo Insurance Services. The purpose of this service will be to provide you and your family with a valuable resource that is dedicated to assisting you in navigating and managing your employee benefit plans, including medical, dental and vision.

Wells Fargo Insurance Services has over 170 offices nationwide. They have developed their team of highly trained benefit plan specialists so as to enhance the quality of the programs which they represent. The team that is dedicated to Insight Global is located in Rancho Cordova, California. Hours of operation are 7:00 am to 5:00 pm, PST.

FAQS

Q. What does this service provide for me?

A. Our Benefit HelpLine's team of dedicated benefit plan specialists is available to answer your questions about your benefit plans. But, more importantly, they are available to assist you in resolving specific issues and problems that you may have incurred. Services include:

- Claims assistance including appeals
- Provider relations
- ID cards/Provider lists
- Education on your plans
- Assistance in answering questions and resolving provider billing issues which you may dispute

Q. Is Wells Fargo Insurance Services the insurance company?

A. No. In fact, Wells Fargo Insurance Services, and its Benefit HelpLine Team, work for you. Their job is to see your problem or issue as if it were their own, and seek to resolve the issue on your behalf. Please understand that Wells Fargo Insurance Services does not pay the claims themselves, nor are they able to authorize care. They are advocates who will work diligently on your behalf to resolve.

Q. How much does this service cost?

A. Wells Fargo Insurance Services Benefit HelpLine is yours to use at no cost.

Q. How do I use the plan?

A. Simply dial the toll-free number **(888) 336-7463**. You will be connected to a Benefit HelpLine Representative. It is best that you have available to you pertinent information, such as dates of service, amounts due, the provider's name and phone number, etc. The Benefit HelpLine person will ask you questions to gain knowledge of your issue. From this point, the representative will begin the claims resolution process. Each call (either incoming or outgoing) is logged, for reference and quality assurance.

Q. How long does this service take to resolve an issue?

A. Most issues are relatively easy and resolved on the same day. However, some issues are more complex and require more time and effort. Your dedicated Benefit HelpLine representative will take charge and continue to follow-up with you until the issue is resolved.

Q. What if I call back and get a different person?

A. Not to worry. Your representative will provide you with a direct contact number upon initial consultation. If your representative is not available when you call in, any of the available representatives can assist you, even from the point where you left off with your regular contact.

CALL THIS NUMBER TO RECEIVE THE HELP YOU DESERVE! (888) 336-7463

