

Employer Services

An exclusive division of Customer Service for group administrators and brokers



ONE NUMBER FOR ALL POST-SALE QUESTIONS

Effective immediately, there is just one phone number to call to get answers to post-sale questions as fast as possible. Instead of calling the Nebraska office, now group administrators and brokers can call Employer Services, a division of our Customer Service department, with questions about enrollment, billing, claims, benefits, and identification (ID) card and Summary Plan Description (SPD) orders.

It's easy—You only need to dial one phone number, exclusively for group administrators and brokers, to quickly reach an expert.

Please call toll free at

1-866-318-9449

At the prompt, choose:

Option 1 for Paper Enrollment

- Help completing enrollment or maintenance forms
- Help adding or deleting enrollees
- Enrollment or eligibility verification

Option 2 for Electronic and Online Enrollment

- Help with electronic enrollment files
- Help with online enrollment
- Help adding or deleting enrollees
- Enrollment or eligibility verification

Option 3 for Billing

- Billing statement reprints
- Automatic Clearinghouse (ACH) fund transfer set-up
- Bill run schedules
- Group premium payment

Option 4 for the Group Administrator and Broker Helpline

- Supply orders
- Clarification of contract benefits
- Clarification of claims
- Clarification of dentist network participation

Note: Please contact your Account Representative for escalated plan issues, renewals and rates.