



We speak insurance.

**Call the Benefit
Resource Center (BRC).
We're here to help!**

"Services denied?"

"Why won't they pay my claim?"

**"How can my claim still be in process?
It's been two months!"**

**"I called my insurance carrier, but now
I'm just more confused."**

**"Do I have mail-order prescription
benefits?"**

Our Benefits Specialists can help you with:

- Deciding which plan is the best for you
- Benefit plan & policy questions
- Eligibility & claim problems with carriers
- Information about claim appeals & process
- Allowable family status election changes
- Transition of care when changing carriers
- Claim escalation, appeal & resolution
- Medicare basics with your employer plan
- Coordination of benefits
- Finding in-network providers
- Access to care issues
- Obtaining case management services
- Group disability claims

Benefits Resource Center

**BRCMidwest@usi.com | Toll Free: 855-874-0829 | Monday – Friday • 8am – 5pm EST
& CST**