



Dear Gloucester County Institute of Technology (GCIT) Employee:

Conner Strong & Buckelew is pleased to represent GCIT in helping to manage and administer your health benefits program. Headquartered in Camden, New Jersey, we are one of the country's leading insurance brokerage/consulting firms. We have an unsurpassed commitment to supporting our clients with the highest level of customer service.

We know it is often difficult to fully understand your health benefits and use them properly—especially when insurance companies make more and more changes to the way plans are administered and how claims are paid. This is where the **Benefits Member Advocacy Center (“Benefits MAC”)** can help.

The attached Member Advocacy card conveniently provides important contact information for each of your coverages (such as the toll-free customer service number, website address, and group number). If you have a question about your benefits or a claim payment, your first point of contact should always be the insurance company. However, if you cannot resolve your concerns or require special assistance, please contact a specially trained and experienced Member Advocate to intercede on your behalf:

- Call the Conner Strong & Buckelew Benefits MAC hotline at **800.563.9929**, or
- submit a request via the Conner Strong & Buckelew website: **www.connerstrong.com/memberadvocacy**

Please note that this card is in addition to and not a substitute for your medical/prescription and dental ID cards. Be sure to keep all of them in a safe place. For replacement or additional Benefits MAC cards, contact your Human Resources Department or call our toll-free number at **800.563.9929** for an electronic copy.

Conner Strong & Buckelew looks forward to providing any help you may need regarding your health benefits program. Please feel free to contact us if we can be of service.

Wishing you the best in health,

Conner Strong & Buckelew

Your Carrier Contacts		
BENEFIT / CARRIER	CUSTOMER SERVICE	WEBSITE
Medical: Aetna Inc	800.370.4526	aetna.com
Medical: Horizon (OMNIA)	800.355.2583	horizonblue.com
Prescription: Express Scripts	877.880.9198	express-scripts.com
Vision: Aetna Inc	800.432.4966	aetna.com
Dental: Delta Dental	800.452.9310	deltadentalnj.com
Dental: DeltaCare USA	800.422.4234	deltadentalins.com

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Commonly Asked Questions about the Benefits MAC

When should I contact Benefits MAC?

Through Conner Strong & Buckelew, our insurance brokerage firm, you will have access to their member advocacy program 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 GCIT Human Resources Department?

The GCIT Human Resources department is here to help you, in addition to the Benefits MAC team. However, there are certain questions that the Benefits MAC team will not be able to answer for you and you will need to speak directly to the GCIT 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 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**
- Via e-mail: **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 team 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 GCIT employee and/or their eligible dependent(s).

To Contact the Benefits MAC



- 📞 Call **800.563.9929**
- 💻 Submit a request at **www.connerstrong.com/memberadvocacy**
- ✉ Email **cssteam@connerstrong.com**

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 Conner Strong & Buckelew Member Advocate to intercede on your behalf.

Please note that this card is not a substitute for your plan specific ID cards.

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