



Service Support — Get the help you need!

BENEFITMALL CUSTOMER SERVICE TEAM

Our Customer Service representatives are dedicated to assisting you with many post-sale issues in a timely and efficient manner.



To avoid delays, inquiries should include the following, but are not limited to:

- Group Name
- Social Security Number
- Group Number
- Date of Birth
- Member Name
- Date of Hire

HOW TO CONTACT BENEFITMALL'S CUSTOMER SERVICE TEAM

Available Monday through Friday from 7:00 a.m. – 7:00 p.m. CT
(CA, CO, GA, FL, and TX markets only)



(800) 350-0500



CustomerService@benefitmall.com



Live Chat in Agency Workspace

MEMBER ISSUES

- New Hires
- Adding Dependent(s)
- Employee and Dependent Terminations
- Change of Address
- Copy of ID Card
- Qualifying Events
- Deductible Carryover Credits
- COBRA/State Continuation
- Certificate of Creditable Coverage (COCC)

GROUP ISSUES

- Terminations
- Address Change
- Waiting Period Change
- Admin Contact Change
- Billing Issues
- Reinstatements
- COBRA/State Continuation
- Assist with Denied Claims Issues*

BROKER ISSUES

- Commissions
- Broker of Record Changes/Updates

These issues are expected to be completed within 24 hours of receipt for carriers when BenefitMall has total portal access. All other issues will be submitted directly to the carrier and processing time can vary 5 – 10 days for completion.

* After the member has submitted a completed HIPAA PHI release form and provides EOB from the carrier for the service in question.

DIGITAL SUPPORT TEAM

Available Monday through Friday from 8:00 a.m. – 5:00 p.m. CT

Provides product and training support to Brokers and BenefitMall employees for Broker-facing products, starting with Agency Workspace and CRQS.



844-iGuy-Help (844-448-9435)



DigitalSupport@benefitmall.com



Live Chat in Agency Workspace

The Digital Support Team is available to advise and assist you with:

- Questions and Navigation
- System Issues
- Login/Account Issues
- Data Not Showing Correctly
- Rejections (CRQS)
- Offline Plan Analyzer Questions
- Demos and Overviews