

NEW JERSEY

## Customer Service



BenefitMall is proud to offer efficient and knowledgeable team members who are committed to your business. Our Customer Service representatives are highly experienced and have one goal in mind — to help you achieve success every step of the way. We are dedicated to assisting you with many post-sale issues in a timely and efficient manner.

### SERVICE RELATED ITEMS

- Assist with deductible credit issues
- Request lost, stolen or replacement ID cards, admin kits, claims forms, applications, etc.
- Assist with denied claims issues\*
- Request member unique ID numbers
- Assist with billing and rate discrepancies

**CENSUS SERVICE ISSUES** – the following will be serviced within 24 hours of receipt.

- Census changes for group-adding or terminating employees, change of address, adding/termining dependent(s), COCC submittal, etc.
- Group termination, address change, waiting period, change requests, etc.

### HOW TO CONTACT BENEFITMALL'S CUSTOMER SERVICE

Support with the BenefitMall Customer Service team is available Monday through Friday.

**Phone:** (866) 393-2655 • **Email:** njcs@BenefitMall.com

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

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