



# Fully Insured Customer Service Call Center

(800) 851-3379, weekdays, 8 a.m. – 5 p.m. CT. TTY users call 711.

## Customer service made for you.

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We're here for you. When you have a question about your plan, give our friendly Customer Service reps a call. They answer calls quickly and help you get the info you need to make the most of your coverage.

### They can help in these areas and more:

- Copayment/coinsurance and deductible amounts.
- Claims.
- Prior authorization.
- Coverage and eligibility.
- Updating your personal information.
- Checking if your meds are covered.
- ID cards.
- Appeals.
- Finding an in-network provider.

## Get help after hours.

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We value giving you the best member experience with a variety of options to fit your busy lifestyle – and as a member of our health plan you get access to Hally® health, our comprehensive suite of health and wellness resources, programs, perks and offerings. Hally health is your ally and partner in helping you live your healthiest life.

Get secure, instant access to your coverage by logging in to your Hally account through the MyChart app or on hally.com. Manage your health plan and get the care you need anytime, anywhere.

While you're logged in to hally.com, you can:

- Sign up for text alerts.
- Go paperless by opting in for secure e-delivery of your plan materials.
- Know where to go for care depending on your symptoms.
- Pay your monthly premium using Premium Bill Pay and set up recurring payments.
- Compare costs with our Treatment Cost Calculator.\*\*
- View past and current claims, authorizations and Explanations of Benefits.
- Find doctors, facilities and pharmacies covered by your plan.
- Check your spending.

\*\*Not available for our Medicare members.

## Translation Services / Servicios de Traducción

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If you or your dependents need help in another language, we give you free access to interpreters who speak 200 languages. Just call our Customer Service number and ask for the “Language Line.”

Si usted necesita ayuda para interpretar la información sobre sus beneficios, por favor llame al teléfono gratis (800) 851-3379 y pregunte por la “Language Line.”

