

# Quick Reference Guide

for plan administrators

## Billing (Employer Sponsored Unit)

The employer sponsored billing unit has been designed specifically to interface with employers, including processing list bills and responding to employer requests and inquiries. This unit also has contact with field managers.

A unit administrator will be assigned to each employer group to handle all billing and administration. The name of the unit administrator, and his/her extension and email address, will be provided to the employer and field manager. Contact your administrator with questions, or call the employer sponsored billing unit toll free at **(800) 869-0355, Ext. 4210**.

## Claims

When an insured person experiences a covered event or illness, please contact our claims area at **(800) 869-0355, Ext. 4484**, so we may provide the required claim forms. We may also ask for additional proof of the insured event or illness, e.g., medical evidence, physicians' notes and itemized bills. Assurity may also order medical records to help determine eligibility for benefits.

## New-Employee Enrollments

If a newly hired employee would like to enroll in benefits before a scheduled re-enrollment for your group, contact your benefits representative to determine how and when the individual's enrollment may take place.

## Re-enrollments

Your benefits representative will offer the opportunity for re-enrollments annually or as requested by your group. Re-enrollments are a convenient event for adding new employees to an existing benefits package, asking to offer additional products or coverage on your plan, and for making adjustments to existing coverage on your employees and their families. Your benefits representative will inform you of any changes in premiums or coverage.

## Important General Assurity Contact Information

### Assurity Life Insurance Company

P.O. Box 82533

Lincoln, NE 68501-2533

Shipping Address: 2000 Q Street (68503)

Toll free: (800) 869-0355

Assurity at Work toll free: (866) 289-7337

The Assurity home office is open Monday through Friday, 7 a.m. to 5 p.m., Central Time.

**If you have questions about your coverage or need our services, use the following information to contact us:**

- For in-force policy administration (name and address changes, billing, porting coverage, duplicate policies, annual statements and general questions): Call **(800) 869-0355, Ext. 4210**, or email [employersponsoredservices@assurity.com](mailto:employersponsoredservices@assurity.com)
- For in-force policy claims: Call **(800) 869-0355 Ext. 4484**, or email [claimsinfo@assurity.com](mailto:claimsinfo@assurity.com) or fax: (800) 869-0368

*Assurity Life is committed to protecting non-public personal information on and about you, applicants, insureds, policyholders and producers. Non-public personal information includes (but is not limited to) Social Security numbers, other tax identification numbers, passwords, health information and financial information (such as account numbers and bank card numbers). Most email communications are not guaranteed to be secure. We encourage you to use the ZixCorp email encryption tool. To download the ZixCorp system, visit <http://www.assurity.com/contact.htm>*



— AT WORK —

A division of Assurity Life Insurance Company