



Call the Benefit Resource Center ("BRC"), We're Here To Help!

We speak insurance.

Our Benefits Specialists can help you choose the right plan for you and your family, translate confusing jargon, answer questions about which benefits are on your plan and which aren't, work directly with insurance carriers to resolve tricky issues regarding claims and denials of service—and more!



Benefit Resource Center

BRCEast@usi.com | Toll Free: 855-874-6699

Monday through Friday 8:00am to 5:00pm EST



Benefit Resource Center

Service Summary

Services

Eligibility Support

Confirm Plan Eligibility with Carrier

Assist In Resolving Eligibility Issues

Explain Plan Eligibility Based on Life Events

Plan Support

Answer Questions Regarding General Plan Inquiries for Health and Other Plan Benefits

Provide Employee Advocacy Services

- Transfer and Facilitate Calls with Insurance Vendors/Carriers

Confirm and Explain Plan Coverage Including Medical, Dental, Ancillary and Supplemental Benefits

Specialist Support for Complex Issues

Provide Carrier Contact Information

Answer Questions on HSA and HRA Plans

Guidance on Disability Claim Filing and STD to LTD Transition

- Explain Long-Term Plan Benefits and Verification of Status Requests

Discuss FSA Plans and Eligible Expenses

Medical Appeals Information and Support

Explain Beneficiary Form Requirements

Coordinate Evidence of Insurability Process for Life and Disability

Provide Contact Information for Other Benefit Service Providers

Locate Network Providers

Plan Support - Pharmacy

Educate Participants on Prescription Drug Plans

Help with Issues Obtaining Prescriptions at the Pharmacy with Appropriate Overrides

Locate Lower Cost Sources for Prescription Drugs

Provide Information on Generic Drugs

Claim Support

Research/Resolve Claims Denials and Processing Errors

Provide Payers with Additional Information Required to Pay a Claim

Research Patient Out of Pocket Expenses
