

City of Roswell Human Resources is pleased to introduce the Employee Benefit Member Advocacy Service:

Client Advocate Center (CAC)

Your First Call for Benefit Help

Why Would You Call CAC?

- CAC specialists provide personal assistance in the complex world of insurance and healthcare.
- CAC is YOUR centralized solution in resolving your benefit questions and needs.
- CAC will find answers for your personal healthcare questions.
- CAC provides you with the comfort and freedom to manage your daily life while we locate the benefit answers you need and respond to you directly.

Client Advocate Center (CAC)

866-736-6640

service@onedigital.com

fax: 866-736-6647

Online chat: www.onedigital.com

Monday – Friday 8 am to 8 pm (EST)

We are always available by phone, email, fax or online chat.

CAC Will Answer Questions Relating to the Following Topics:

- ✓ Deductibles
- ✓ Coinsurance
- ✓ Out-of-Pocket Maximums
- ✓ Copays (for Rx)
- ✓ Covered Benefits
- ✓ Benefit Maximums
- ✓ Locating In-Network Doctors / Dentists
- ✓ Procedures for Outpatient Admissions ✓ Procedures for Inpatient Admissions
- ✓ Retail and Mail Order Prescription
- ✓ Benefits (medical, dental, vision, life and disability)
- ✓ Enrolling in Your Benefit Plans
- ✓ Claim Filings
- ✓ Claims Status and Payments
- ✓ Life Insurance Benefits
- ✓ Disability Benefits and Waiting Periods

Please Note: For retirement info, please contact Human Resources