

Welcome to AlwaysCare Benefits!

AlwaysCare is dedicated to providing flexible benefits with great service. Our goal is to make doing business with us as easy and convenient as possible.

AlwaysCare Benefits' Customer Service Team is available to help you and your employees. In fact, a recent survey revealed that 99% of AlwaysCare Members agree that our representatives are courteous, helpful and knowledgeable.*

Our Customer Service Team is available to serve you with extended hours, including Saturdays! We can assist with:

- Explaining Benefits
- Answering Billing Questions
- Accessing AlwaysAssist
- Locating Providers
- Checking Eligibility
- Answering Claim Questions
- Ordering ID Cards



AlwaysCare Hearing Savings Plan

Now available through a partnership with EPIC Hearing, Members enrolled in any AlwaysCare group or individual product will receive the Hearing Savings Plan at no cost!

- 30-60% discounts off all major name brand hearing instruments and accessories
- 40% savings on hearing aid batteries shipped directly to Members' homes
- On-call support for Member questions, managed by professional hearing counselors



After hours? Check out **AlwaysAssist**, our online fully integrated website, for information at your fingertips 24 hours a day!

Visit www.AlwaysCareBenefits.com

MEMBERS:

- View Benefits
- View Claims
- Print and request ID cards
- Search for providers
- Access the Dental Health Center
- Access the Vision Health Center
- Ask an Eye Doctor & Ask a Dentist
- Order contact lenses online
- Access Dental Cost Estimator

GROUP ADMINISTRATORS:

- View plan designs
- Manage Employee Information
- Add or edit contact information
- Add or delete employees
- View billing and payment history
- View bills for previous six months
- Batch print ID cards
- Access forms and documents
- Access Dental Cost Estimator

Registration is Easy!

Group Administrators: Please contact an AlwaysCare Benefits Customer Service Representative at 888-729-5433, Ext. 2013 and we will issue you a USER ID & password.

Members: Register for access by selecting Subscriber Activation at the login screen and completing the required information.

The first time you login, you will be prompted to agree to the terms of use and then be directed into the site.

Always Assist

www.AlwaysAssist.com

First time Registration

For Group Administrators:

Contact AlwaysCare Benefits at 1-888-729-5433, Ext. 5, and we will issue you a username & password.

For Members:

Register for access by selecting "Member Registration" on the login screen and completing the required information.

Manage your benefits online:

- ✓ Search for dental & vision providers
- ✓ Print ID cards
- ✓ View benefit information
- ✓ Access health links & benefit tools
- ✓ Download standard and group-specific forms and documents
- ✓ Communicate with AlwaysCare Customer Service directly through the Message Center
- ✓ Update contact information

PLUS For Members:

- ✓ View claims and coverage amounts

Trouble logging in? Contact us:

1-888-729-5433

Administrators: Ext. 5

Members: Ext. 2013

www.AlwaysCareBenefits.com

PLUS For Group Administrators:

- ✓ Enroll & administer employee benefits
- ✓ Access bills and billing history

Find us on these sites too!



facebook.com/acbenefits



twitter.com/acbenefits



Straight from our Members

AlwaysCare Benefits' 2013 Member satisfaction survey results show that we continue to build on a solid foundation of exceptional customer service. High marks across the board reflect AlwaysCare's customer-first mind set. We continually strive to offer Members the information and tools they need to make the most informed decisions for themselves and their families.

Survey Says...

- 98% Overall Member Satisfaction
- 99% of Members are satisfied with the dental or vision care they received
- 99% agree our Customer Service Representatives are courteous, helpful and knowledgeable
- Over 98% of Members believe their dental or vision program is worthwhile
- 98% agree our materials provided the necessary benefit information
- 9 out of 10 Members would recommend AlwaysCare to a family member or friend

AlwaysCare Member Benefits:

- Manage benefits online at www.AlwaysAssist.com. Group Administrators call 1-888-729-5433 Ext. 5 to set up your group's account today! Members can set up their own account by selecting Member Registration on the login screen.
- Extended Customer Service Hours:
 - 7:30 am - 8:30 pm Monday - Friday (CT)
 - 9:00 am - 3:00 pm Saturday (CT)
- Administrators have a single point of contact for all of their group's needs.

For more information, visit us at
www.AlwaysCareBenefits.com

1-888-729-5433 Ext. 2013

