

Member Advocacy

Conner Strong & Buckelew



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BUCKELEW

Do you need help resolving a benefits issue?

Member Advocacy, provided by Conner Strong & Buckelew, allows you to speak to a specially trained Member Advocate who can help you get the most out of your benefits.

You can contact Member Advocacy for assistance if you:

- Believe your claim was not paid properly
- Need clarification on information from the insurance company
- Have a question regarding a bill from a doctor, lab or hospital
- Are unclear on how your benefits work
- Need information about adding or deleting a dependent
- Need help resolving a benefits problem you've been working on

You can contact Member Advocacy in any of the following ways:

- Via phone: **800.563.9929**, Monday through Friday, 8:30 am to 5:00 pm
- Via the web:
**[www.connerstrong.com/
memberadvocacy](http://www.connerstrong.com/memberadvocacy)**
- Via e-mail:
cssteam@connerstrong.com
- Via fax: **856.685.2253**

*Member Advocates are available
Monday through Friday, 8:30 am to 5:00 pm (Eastern Time).*

After hours, you will be able to leave a message with a live representative and receive a response by phone or email during business hours within 24 to 48 hours of your inquiry.