

DO YOU HAVE BENEFIT QUESTIONS?



The NFP Benefits Support Team Can Assist You with...

- Benefit Questions
- Claim Resolution
- Eligibility Issues

TIP: Be sure to have the following information (if relevant) when you make the call or email:

- Member ID Number or Social Security Number
- Claim Date of Service, Provider Name
- Copy of your Explanation of Benefits (EOB)*
- Information gathered from any calls you may have placed to the carrier including date of call(s) and name of representative with whom you spoke

** Must be registered on the carrier website to view, download or print a copy of your Explanation of Benefits.*

NFP CAN ASSIST WITH

- **Benefit Questions** – learn more about your medical, dental, vision, life, disability, FSA and HSA options
- **Claim Resolution** – get help with navigating your Explanation of Benefits (EOB), check to see if you were billed correctly, assistance with any claim questions or issue resolution
- **ID Cards** – find out how to obtain or print ID Cards for all applicable lines of coverage
- **Life Events** – identify what qualifies & what documentation must be provided to HR

Please Reach Us At:



1 (877) 410-2011



SwarthmoreBenefits@nfp.com

**Monday – Friday
8:00am – 5:00pm, EST**

If a voice message is left, a representative will return your call within 24-48 hours.

(Please note, calls will only be returned on weekdays.)