

Small Group Employers/Agents



A GUIDE FOR SMALL GROUP EMPLOYERS AND AGENTS TO FIND THE RIGHT PERSON TO HELP WITH YOUR QUESTIONS.

Call **CUSTOMER SERVICE** at
(800) 362-3310 or email at
CustomerService@QuartzBenefits.com
for anything member related:

- ▶ Benefit Questions
- ▶ Prior Authorizations
- ▶ Status of Individual Applications
- ▶ Claim Questions

Or, employer groups may log into
MYPLANTOOLS for the following:

- ▶ View and Print ID Cards
- ▶ Member Enrollment Questions
- ▶ Member Demographic Changes
- ▶ Summary of Benefits (SBC)

Call **GROUP RECORDS** at
(800) 362-3309 Ext. 101825 or email
GroupRecords@QuartzBenefits.com
for questions about group enrollment
or premium billing:

- ▶ Invoice Questions
- ▶ Premium Rates
- ▶ Probation Periods
- ▶ When Group ID Cards
were mailed
- ▶ Group Demographic Changes

NOTE: For Member Demographic
Changes, email your request to:
MemberChanges@QuartzBenefits.com.

Call your **SALES REPRESENTATIVE**
or email them for questions regarding:

- ▶ Employer Group Renewals
- ▶ Escalated Service Issues

 MyPlanTools

INITIAL PASSWORD SET UP:
(800) 362-3309 EXT. 101825

LOGIN AND PASSWORD RESETS:
(800) 362-3310

TRAINING: (800) 926-8227