



Employee Health Plan Members

We are here to serve you.

The customer service representatives who staff our best-in-class call center are happy to assist with any need or concern, and our online portal is also an easy way to access information.



Reach our live call center
800.798.2422



Hours of operation
Monday–Thursday 7am–6pm CST
Friday 7am–5pm CST



Email
customerservice@consociate.com



Call or email us with any questions, including:

- Finding a PPO network provider
- Benefit questions
- Claim questions



Access the online portal
consociatehealth.com
• Click on Members, then click on VIVO Claims Access.



Online portal available 24/7:

- PPO providers list –
consociatehealth.com/ppo-search
- Online image of your ID card
- Claims history
- Benefits at a Glance (summary)
- Verification of Benefits (detailed)
- Explanation of Benefits
- Resources including forms and plan information
- Important announcements

We are proud to be part of your employer sponsored health plan, and look forward to serving you.

