

# 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.**

CONSOCIATE HEALTH