



Most-Asked Questions From 2023

A Message from Kristen Knittel Client Services Manager



Client Services offers support to administrators with enrollments, terminations, and eligibility changes while also guiding members on everything from understanding plans to managing claims. As we head into the New Year, let's review our most-asked client questions from 2023.

1. Where can I find my ID card?

Every carrier has an online member portal. Through this portal, members can access their account, print ID cards, and view their detailed benefits information.

2. Is my provider considered in-network?

Visit the carrier's website to utilize their provider search tool – you can filter and sort the results based on your preferences including if the provider is in-network, the location of the provider, if the provider is accepting new patients, and the specialty of the provider.

3. What is an EOB?

EOB stands for explanation of benefits. It is a statement from the carrier providing a description of a covered individual's claim. It details what medical treatments and/or services were paid for by the carrier and what the patient is required to pay.

To learn more about how we can help, contact Client Services via phone at (414)615-1880 or email at clientservices@infinitybenefitsolutions.biz.

Happy New Year!

Celebrating Our Non-Profit Partners

In 2023, Infinity Benefit Solutions took great pride in working with more than 40 non-profit

clients. As 2023 draws to a close, we are sincerely honored to share our support for the meaningful endeavors undertaken by these organizations within our community.

OUR MISSION IS YOUR BENEFITS

Infinity Benefit Solutions Inc. specializes in working with Non-Profits. Below is a list of the organizations we are proud to support:

- Big Brothers Big Sisters of Metro Milwaukee
- Beyond Vision
- Broadscope Disability Services
- Burke Foundation
- Butterflyz Youth
- Coalition for Children
- Community Coordinated Child Care
- Community First
- Crossroads Presbyterian Church
- Elmbrook Humane Society
- Episcopal Diocese of Milwaukee (The)
- Fellow Mortals
- Friends of Schlitz Audubon Nature Center
- Greater Milwaukee Committee
- Groundwork Milwaukee
- Hear Wisconsin
- Lakeland Community Church
- Life House
- Literacy Services of Wisconsin
- Little Lambs
- Make-A-Wish Foundation of WI
- Meta House
- Milwaukee Chamber Theatre
- Milwaukee Community Service Corps
- Milwaukee Habitat for Humanity
- Milwaukee LGBT Community Center
- Milwaukee Riverkeeper
- Milwaukee Urban League (The)
- Milwaukee Water Commons
- Neighborhood House of Milwaukee
- Neu-Life Community Development
- Pathfinders
- Prevention Center
- Southbrook Church
- TransCenter For Youth
- TRN Milwaukee
- United Performing Arts Fund
- Vivent Health
- Walnut Way Conservation Corp.
- W.A.V.E. Educational Fund
- White Stone Community Church
- Wisconsin Community Services
- Wisconsin Conservatory of Music
- Wisconsin Literacy
- Wisconsin Regional Training Partnership
- Wisconsin Veterans
- Wisconsin Voices
- Womens Resource Center



OUR IMPACT

"Our broker is a pleasure to work with. Bob has always had very quick turn around when I had questions. If it is something that Infinity can't solve, he gets me in touch with someone that can. Our broker definitely has a great working attitude, is knowledgeable and resourceful."

-WRTP

"Having worked with Brian and his team for over 15 years I've been able to watch the company's growth. The team is filled with decades of knowledge and I've enjoyed each person."

-Milwaukee Habitat for Humanity

"Infinity Benefit Solutions cares about our organization beyond just supplying information about benefits. They are interested in what we do. They care about our employees. They get involved."

-TransCenter for Youth

"We have a long-standing relationship with Infinity and always feel they are looking out for us. They are always available for employee meetings and questions or issues our employees might have. I appreciate them being able to get to the bottom of issues by reaching out to their contacts at our providers and I know our employees always appreciate their help as well!"

-The Equitable Bank



Proudly Supporting
48 Non-Profits



\$9,500 donated



195 hours dedicated

INDUSTRY NEWS



Family Coverage Costs Hit Small-Business Workers Hardest: Study

Did you miss last month's Benefits Bulletin?

CLICK HERE TO READ THE DECEMBER ISSUE



Year-End Reflection

A Message from Pam Dix
Co-Founder



As we approach the holiday season and you prepare to sign off the work year, I reflect on the past year with gratitude and optimism. I wish to take a moment to reflect on the past year by acknowledging the challenges we have faced and the opportunities we have seized.

Throughout the year, we have successfully navigated the complexities of the business landscape and delivered on our promises to our clients. We have achieved significant milestones and are proud of the progress we have made.

The challenges we have faced have been met with resilience and innovation. We have adapted to change and emerged stronger than ever. We have achieved our goals and are excited about the future.

Thank you to our clients, partners, and team for their support and collaboration. We have achieved our goals and are excited about the future. We have achieved our goals and are excited about the future.

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IBSI | 1036 W Juneau Ave Suite #302 , Pabst Professional Center, Milwaukee, WI 53233

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