



## Let's Talk About Client Services

### A Message from Kristen Knittel Client Services Manager



Our in-house Client Services team is your personal advocate, acting as a liaison between you and the carrier. We primarily engage with employees on an individual basis but are also available to support employers. Client Services offers administrative support with enrollments, terminations, and eligibility changes while providing guidance to 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 2022.

#### *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](mailto:clientservices@infinitybenefitsolutions.biz). Happy New Year!



## Narrow Networks, Tiered Plans May Reduce Costs



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