



ClearPoint Benefit Advocates

ABOUT THE CLEARPOINT ADVOCATE DEPARTMENT

ClearPoint is your employer's benefits consulting firm. We provide guidance in developing benefit plans that are cost effective, accessible and deliver a high level of customer satisfaction. As consultants, we work together with your carriers and vendors to achieve maximum efficiency and value in the utilization of your benefits.

One of our services is Benefit Advocacy. This is a confidential resource to assist you with your benefit-related issues.

WHEN SHOULD YOU CONTACT YOUR BENEFIT ADVOCATE?

- Claims Assistance
- Enrollment and Eligibility Issues
- Benefit Questions

FOR MEDICAL OR DENTAL CLAIMS ASSISTANCE

1. **Complete an Individual Authorization Form.** For a copy of the form email: baforms@clrpnt.com, or contact your employer or Benefit Advocate. Completing and signing the form will provide us with the information needed to resolve your issue, and ensure it is handled in accordance with recent privacy regulations.*
2. **Review for accuracy.** Make sure the information is accurate and that you have signed the form. This will result in maximum efficiency with resolving your issue. Should you have any questions or need assistance with missing information, please contact your Benefit Advocate or employer for assistance.
3. **Submit the form.** Fax or mail your confidential request to the Benefit Advocate Team.
4. **Resolution.** Your Benefit Advocate will contact you as requested on the form regarding the status of your inquiry within one business day. Resolution time will vary by issue complexity.

**The privacy regulations of the Health Insurance Portability and Accountability Act (HIPAA) went into effect April 14, 2003. This regulation establishes guidelines applicable to the protection of an individual's protected health information (PHI). Obtaining written consent from the individual will be required to comply with this component of the law.*

CONTACT INFORMATION:

Contact: Benefit Advocate Team member
Phone: (206) 324-6800 or (800) 410-6571
Fax: (206) 324-6900
E-mail: mybenefits@clrpnt.com For a copy of the Form: baforms@clrpnt.com
Address: 214 East Galer, Suite 300; Seattle, WA 98102

Benefit Advocates are available to assist you Monday through Friday, 10:00 a.m. to 8:00 p.m. Eastern Time. You can call ClearPoint toll-free, from anywhere in the U.S. or Canada. All calls are confidential. *Benefit Advocates* track and monitor all issues to resolution.