

Need a Contact?

As a participant in Bates’ benefits plan, you have many resources and contacts available to you to help you understand your benefits and resolve any issues you may be experiencing.

Resource	Type of Support	Contact	Hours and Availability
NFP Benefit Support Team	<ul style="list-style-type: none">General benefit questions on any of Bates’ PlansEscalated Claim Resolution	BatesAdvocate@nfp.com 1 (844) 348-1463	Monday – Friday 8:00 a.m. – 5:00 p.m., EST If a voice message is left, a representative will return your call within 24-48 hours. Weekdays only.
Aetna Concierge <ul style="list-style-type: none">Medical	<ul style="list-style-type: none">Get answers about a diagnosisFind an In-Network doctorLearn about your coverage or plan for upcoming treatmentClaims AssistanceSchedule appointments	Aetna.com 1 (855) 586-6963	Monday – Friday 8:00 a.m. – 6:00 p.m., EST
Aetna Dental Plan	<ul style="list-style-type: none">Learn about your coverageFind In-Network DentistsClaims Assistance	Aetna.com 1 (877) 238-6200	Monday – Friday 8:00 a.m. – 6:00 p.m. EST
Aetna Vision Plan	<ul style="list-style-type: none">Learn about your coverageFind In-Network OptometristsClaims Assistance	Aetnavision.com 1 (877) 973-3238	Monday – Saturday 7:30 a.m. – 11:00 p.m. EST Sunday 11:00 a.m. – 8:00 p.m. EST
Aetna EAP	<ul style="list-style-type: none">Confidential Support Services	Resourcesforliving.com Username: 4Bates Password: bwell 1 (888) 238-6232	24/7
INSPIRA Financial (Payflex) Savings Account	<ul style="list-style-type: none">Coverage QuestionsClaim Support	mybenefits.inspirafinancial.com 1 (844) 729-3539	Monday – Friday 8:00 a.m. to 8:00 p.m. EST Saturdays 10:00 a.m. -3:00 p.m. EST
Baker Tilly Vantagen myFlexDollars Flexible Spending Accounts <ul style="list-style-type: none">MedicalDependent Care	<ul style="list-style-type: none">Coverage QuestionsClaim Support	www.myflexdollars.com 1 (800) 307-0230	24/7

Looking for additional resources and contacts?
Review the [2025 Digital Benefits Guide](#).

