

# Do You Have Benefit Questions?

# Bates

## The Alliant Benefit Advocate Team Can Assist You



### Resolving Your Issue

**STEP 1:** Contact member services directly for any medical, dental or vision related concerns. The phone number is on the back of your ID card.

### Complex Claim or Lack of Progress?

**STEP 2:** Contact the Alliant Benefit Advocate Team

**TIP:** Be sure to have the following information ready when calling or emailing:

- Copy of your Explanation of Benefits (EOB)
- Member ID Number
- Claim Date of Service, Provider Name

**You must be registered on your carrier's website to obtain a copy of your EOB and more:**

- View Benefit Details
- Search Providers
- View Claims
- ID Card Issues

### Registering with Aetna Navigator

1. Go to Aetna.com
2. Click "Log In" in the top right corner, then click "Register."
3. Enter all of the required information the same way that you did on your application
4. Select a username & Password. *Please note that only you and Aetna will have this information – neither your employer nor Alliant will have access. Please save your information in a safe place.*



### The Alliant Benefit Advocate Team Can Assist You With:

- General Benefit Questions
- Escalated Claim Resolution

### Please Reach Us At:

✉ [benefitsupport@alliant.com](mailto:benefitsupport@alliant.com)

☎ 1 (800) 489-1390

Monday-Friday, 8:00am-8:00PM, EST

*(Please note, calls will only be  
returned on weekdays.)*

