

# Need help resolving a benefits issue or have questions about your medical treatment?

The PSA Benefits Hotline can help.



Our benefits consultant, **PSA Insurance & Financial Services**, provides a Benefits Hotline to help with managing questions and issues with your benefits and wellness plans. The Benefits Hotline features a dedicated service team of benefits and clinical professionals who will serve as an advocate/escalation point for you and your family members.



**Diagnosed with a chronic condition, or have questions about your prognosis or treatment? The Benefits Hotline can refer you to one of our clinical advocates to assist.**

Contact the Benefits Hotline when you have questions involving:

- Benefit plans
- Eligibility and enrollment
- ID cards
- Life events
- Work-status changes
- COBRA
- Claims issues and appeals
- Finding a provider
- Prescription drug discount resources
- Billing issues or payment plans with your provider
- Insurance carrier website access or password assistance
- Complicated medical issues\*
- Insurance carrier medical management services\*
- Wellness plan\*

\*Our Client Advocate Team will assist in an introduction to our Clinical Nurse Advocate.

## PSA Benefits Hotline

Toll-free phone:  
1-877-716-6618

Email:  
[loyola@psafinancial.com](mailto:loyola@psafinancial.com)

The Benefits Hotline is available Monday through Friday, 8:30 a.m.–5 p.m. ET.



**Note: To resolve a claims matter, first contact the insurance company.**

If you still need assistance after speaking with the insurance company regarding a claims matter, contact the Benefits Hotline. Please be prepared to provide the following:

- Your name, patient's name, and provider's name
- Carrier identifier #, found on your ID card
- Date of service or treatment
- Any other info that is helpful in explaining the issue, e.g. EOB, provider bill, etc.

In accordance with HIPAA regulations, your written authorization may be required in order to fully assist you.