



# EMPLOYEE BENEFITS HELPLINE

**Need help getting a benefit related question or issue resolved?**

**Our CBIZ Employee Advocate can help!**

**Step 1:** Call the insurance company regarding the question/issue. The Member Services Phone # is located on your ID Card.

**IF YOU DO NOT GET THE QUESTION/ISSUE RESOLVED WITH THE INSURANCE CARRIER, GO TO STEP 2**

**Step 2:** Call or Email Katy Reilly, our Employee Advocate at CBIZ. When calling please have the following information on hand: Name, Date of Birth, and Social Security Number of the person having the problem, as well as copies of relevant EOBs or bills.

**Available Monday - Friday / 8:30am - 4:30pm**



**kreilly@cbiz.com**



**800-211-2182**