

North Carolina State Health Plan

Customer Service.....1-888-234-2416
Internet Address.....<http://shpnc.org>

Citizens Security - Dental Insurance

Customer Service – Dental Claims Department.....1-800-843-7752
Fax Claims.....1-502-254-4077
Internet Address.....www.CitizensGroup.com

Envolve - Vision Insurance

Customer Service.....1-800-368-4790
Internet Address.....www.myvisionplan.com

USAbLe – Group Term Life Insurance

Customer Service.....1-800-370-5856
Internet Address.....www.usablelife.com

Flexible Spending Accounts – AMERIFLEX

Mailing Address.....7 Carnegie Plaza Ste. 200, Cherry Hill, NJ 08003
Internet Address for Ameriflex.....www.myameriflex.com

For questions, duplicate cards and other service questions contact:
Medical or Dependent Care Customer Service.....1-888-868-3539
Please fax claims to the number printed on your form

For Directions on checking your Flexible Spending Account balance and history online (cardholders only) and accessing manual claim forms, please visit
www.myameriflex.com.

To view your benefits online visit

www.piercergrouppenefits.com/

cityofdunn

or for additional information concerning plans offered to employees of the City of Dunn, please contact our North Carolina Service Center at 1-888-662-7500, ext. 100

Colonial Life – Supplemental Benefits

Visit ColonialLife.com to set up your personal account. Download the free My Colonial Life app available at the Apple iTunes store to access claims and policy information!

Customer Service & Wellness Screenings 1-800-325-4368

Internet Address www.coloniallife.com

Claims Fax 1-800-880-9325

If you wish to file a Wellness/Cancer Screening claim for a test performed within the past 12 months, you need the name and date of the test performed as well as your doctor's name and phone number. Colonial also needs to know if this is for you or another covered individual and their name and social security number. You may:

FILE BY PHONE! Call 1-800-325-4368 and provide the information requested by Colonial's Automated Voice Response System, 24 hours per day, 7 days a week, or

SUBMIT ON THE INTERNET using the Wellness Claim Form at www.coloniallife.com, or

Write your name, address, social security number and/or policy/certificate number on your bill and indicate "Wellness Test." Fax this to Colonial at 1-800-880-9325 or MAIL to PO Box 100195, Columbia, SC 29202

If your Wellness/Cancer Screening test was more than one year ago, you must fax or mail Colonial a copy of the bill or statement from your doctor indicating the type of procedure performed, the charge incurred and the date of service. Please write your full name, social security number, and current address on the bill.

Please Note: If your cancer policy includes a second part to the screening benefit, bills for tests covered and a copy of the diagnostic report (reflecting the abnormal reading of your first test) must be mailed or faxed to us for benefits to be provided.

When you terminate employment with City of Dunn, you have the opportunity to continue your Colonial coverage either through direct billing or automatic payment through your bank account. Please contact Colonial at 1-800-325-4368 to request the continuation of benefits form.



PIERCE GROUP BENEFITS