

**Flexible Spending Accounts – AMERIFLEX**

Mailing Address.....7 Carnegie Plaza Ste. 200, Cherry Hill, NJ 08003  
Internet Address for Ameriflex.....[www.myameriflex.com](http://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](http://www.myameriflex.com).**

**See pages 11-12 of your Benefit Booklet for information on the AmeriFlex Mobile App!**

**North Carolina State Health Plan**

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

**Sun Life (formerly Assurant) - Dental Insurance**

Customer Service.....1-800-442-7742  
Fax Claims .....1-563-242-0184  
Internet Address.....[www.sunlife.com/us](http://www.sunlife.com/us)

**Superior - Vision Insurance**

Customer Service.....1-800-507-3800  
Internet Address.....[www.superiorvision.com](http://www.superiorvision.com)

**Voya – Tax-Sheltered Annuity**

Customer Service.....1-877-884-5050

**Harmony Online Enrollment**

*See pages 4-5 for online enrollment instructions*  
Technical Help Desk .....1-866-875-4772

*To view your benefits online visit*  
**[www.piercergroupbenefits.com/hokecountyschools](http://www.piercergroupbenefits.com/hokecountyschools)**

*or for additional information concerning plans offered to employees of Hoke County Schools, please contact our North Carolina Service Center at 1-888-662-7500, ext. 100*

**Colonial Life**

**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**

TDD for hearing impaired customers call 1-800-798-4040

**Internet Address [www.coloniallife.com](http://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 18 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](http://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 18 months 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 Hoke County Schools, 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



*Making benefits count.*