Flexible Spending Accounts

INTERACTIVE MEDICAL SYSTEMS

Mailing Address: P.O Box 1349, Wake Forest, NC 27588
Internet Address for Interactive Medical Systems:
www.healthierbenefits.com

Medical/Dependent Care Customer Service: 800-426-8739, ext 5052
Fax Claims: 919-562-0021

Direction for checking Flexible Spending Account balance and history online

1. Go to www.healthierbenefits.com
2. Select the "Register" button
3. Follow the instructions filling in the required fields and submit the registration information.

Once registered you can enter your login and password to access your account and check balances, transaction history, etc.

Directions for filing manual claims for Flexible Spending Accounts online:

1. Scan your claim receipts
2. Login to your user account at www.healthierbenefits.com
3. Click on "Request Reimbursement"
4. Acknowledge terms
5. Complete the requested form information
6. Click on the "Upload File" and attach claim receipts

Directions for accessing a manual claim form for Flexible Spending Accounts:

1. Go to www.healthierbenefits.com
2. Click on "Flex Forms"
3. Complete the form and mail or fax to Interactive Medical Systems along with copies of your receipts

Sun Life - Dental Insurance

Customer Service.....1-800-442-7742
Fax Claims 1-563-242-0184
Internet Address.....www.sunlife.com/us

Superior - Vision Insurance

Customer Service.....1-800-507-3800
Internet Address.....www.superiorvision.com

Voya – Tax-Sheltered Annuity

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

North Carolina State Health Plan

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

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.piercegroupbenefits.com/hertfordcountyschools
or for additional information concerning plans offered to employees of Hertford 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 **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, 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 Hertford 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

Colonial Life®
Making benefits count.