



# Introducing Text Messaging for Customer Service Assistance!

Got a question about your coverage or want to check on the status of a claim? Well, we're delighted to announce that you can now connect with one of our customer service reps with our new text messaging service!

## How it works:

- 1.** Text us at 833-604-1246 between 7:00 am – 5:00 pm and you'll be connected with our automated system or representative right away. This number can be found on our 'Contact Us' page and on all digital and printed ID cards going forward.
- 2.** You'll receive the same excellent and efficient service over text as you would during a live conversation.
- 3.** When your text conversation is over, you'll have the option to tell us about your experience with a short survey. Currently, members who've used our text messaging service report a 96% satisfaction rate!

**It's as simple as that! So, don't hesitate to reach out and get acquainted with your coverage.**

*\*All of our Coverage Groups are being offered this service, including those with a unique customer service number, when they call from an SMS capable phone.*