

FREQUENTLY ASKED SERVICE QUESTIONS

Where can we find information and forms to make changes?

Much of the information you need can be found at our web site www.LawyersInsuranceAgency.com.

Changes and requests should be sent to Heather Slinkard, Lawyers Insurance, 8000 Weston Pkwy. Suite 200 Cary, NC 27513.

Email: HealthService@LMLNC.com

Phone: 800-662-8843

Fax: 919-657-0316

How do we add an employee to our health coverage?

Within one month of first day of employment, please send to Lawyers Insurance by mail or fax:

- NC Bar Health Benefit Trust *Enrollment and Change Application*
- Certificate of Prior Coverage from previous health carrier, as soon as available

How do we terminate an employee from our health coverage?

Within one month of last day of employment:

- Provide us with employee's name, social security number, and termination date on Firm Letterhead
- Employee completes *Request/Reject Continuation of Group Coverage Form* (firms under 20 employees)
- Cobra eligible firms provide information to CobraServ & fax copy to Lawyers Insurance

How does an employee add or remove dependents from coverage?

- To add, complete applicable sections of *Enrollment and Change Application*
- To remove, complete *Cancellation of Coverage Form*

When will additions, terminations, etc., be effective?

If notification of change is received in a timely manner, then:

- Most changes will take effect on the 1st of the month following the probationary period for additions; following last day of employment for employee termination, etc.
- Changes are effective on the date of occurrence only for certain qualifying events, such as: Marriage, Newborn, 90 day true probationary period, etc.

Are dependents eligible for Continuation/Cobra coverage?

- Yes, children who have reached the age limit; or spouses who have divorced may continue coverage for a limited period of time

How can I make a home address change?

- Fax the *Enrollment and Change Application* to our office (919-657-0316)

How do I request a new ID card?

- Fax request to Heather Slinkard at our office (919-657-0316)

What are some of the most important deadlines to remember?

- *Enrollment and Change Application* for new employee is due within 30 days of hire date
- *Enrollment and Change Application* to add newborn children is due within 30 days of birth for coverage to be effective on date of birth
- *Enrollment and Change Application* to add new spouse is due within 30 days of marriage; otherwise, coverage is effective on the 1st of the month following receipt of change form

How do I determine if a doctor is in my plan?

- Visit our web site, www.LawyersInsuranceAgency.com, and link to the Blue Cross NC Bar Association web page. Check for Providers under the Blue Options health plans.

What do I do if I have a question about a claim?

- Please call Blue Cross Customer Service at 877-258-3334 – if you need further assistance, please call us.