

# UltraBenefits update

## Customer Service Announcement

Out of concern for the safety and well-being of our employees, and based on recommendations from the Centers for Disease Control and State Health Departments regarding social distancing, UltraBenefits and GISC employees are now working remotely.

This change to a remote work environment will not change our commitment to providing the best possible service to our customers' HR teams, employees and their families.

- Our customer service teams will continue to be available 9:00 a.m.-5:00 p.m., Monday through Friday. Calls will be directed to a voicemail for callers to leave details regarding their questions/service needs. These calls will be routed to our account specialists who will respond within one business day.
- Members can visit our website: [www.ultrabenefits.com](http://www.ultrabenefits.com) for benefit information.
- Members can also send requests via email to:
  - For Medical: [claimsteam@ultrabenefits.com](mailto:claimsteam@ultrabenefits.com).
  - For HRA/FSA: [hrafsateam@ultrabenefits.com](mailto:hrafsateam@ultrabenefits.com)
- Providers will have the same access as members and employers.

HR staff can continue to call their UB account specialist directly for plan service needs. Calls may be directed to voicemail and will be answered as soon as possible.

We will do our best to quickly respond to all inquiries, and are working to mitigate any delays in response times.. We appreciate your patience and understanding.

If you have any questions, please contact your Account Manager.



UltraBenefits, Inc.



Group Insurance  
Service Center, Inc.