



**PAYCHEX**<sup>®</sup>  
INSURANCE *Agency*  
INC.

## Member Guide

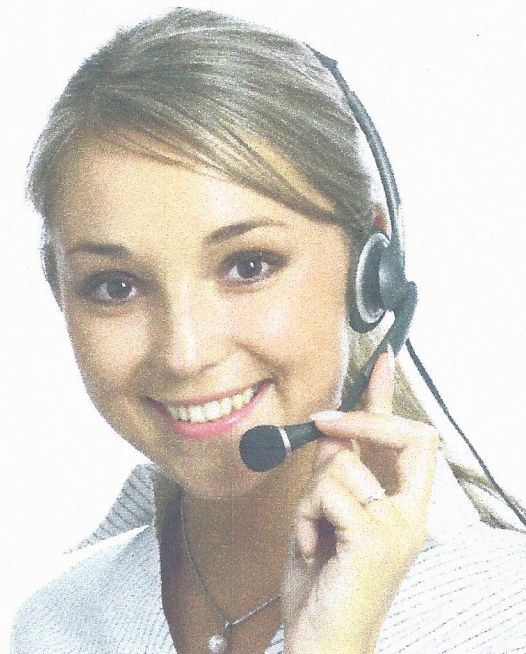
BalanceCare<sup>SM</sup> is a comprehensive, time-saving resource that will help you better understand and maximize your healthcare benefits.

Our wide-ranging health advocacy services assist you in managing and resolving health issues for you and your family.

Call or Email Your BalanceCare  
Guide Today to Get Started

 1.877.598.8617

 [balancecare@eniweb.com](mailto:balancecare@eniweb.com)



### BalanceCare

Our experienced professionals will help you navigate through the healthcare system. Your personal BalanceCare Guide will always be sensitive to your confidential needs.

### How does BalanceCare work?

When you need help with a healthcare or insurance issue, simply dial BalanceCare at 1-877-598-8617. You will have immediate access one of our BalanceCare Guides. Our experienced professionals are dedicated to providing the best solution for your individual needs.

### Who is eligible?

BalanceCare is available to you and your eligible family members including spouses, parents, and dependent children. Call us if you have any questions concerning membership eligibility.

### When is BalanceCare available?

You and your eligible family members have immediate access to confidential support, twenty-four hours a day, seven days a week.

### Is my privacy protected?

We will handle your case with absolute confidentiality. BalanceCare will ensure that your medical and personal information is protected. Your employer does not have access to your confidential information.

### Claims Assistance

BalanceCare will explain your benefit plan and assist you with coverage issues and appealing denied claims, and research or resolve medical billing issues.

### Benefit Information and Support

BalanceCare can assist with special services such as:

- Claims Assistance
- Benefit Coverage Verification
- ID Cards
- Prescription Drug Coverage Questions
- Appeals
- HSA/FSA Questions
- Health Benefit Education
- Provider Research

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**eni**   
Dynamic work/life solutions