



## BENEFIT TIP

### JANUARY Benefits Member Advocacy

Don't get lost in a sea of benefits confusion! With just one call or click, the Benefits MAC can help guide the way!

The Benefits Member Advocacy Center ("Benefits MAC"), provided by Conner Strong & Buckelew, can help you and your covered family members navigate your Southern Land Company benefits.

#### Contact the Benefits MAC to:

- Find answers to your benefits questions
- Search for participating network providers
- Clarify information received from a provider or your insurance company, such as a bill, claim, or explanation of benefits (EOB)
- Rescue you from a benefits problem you've been working on
- Discover all that your benefits have to offer!

#### You can contact the Benefits MAC in any of the following ways:

- Phone: **800.563.9929**, Monday through Friday, 7:30 am to 4:30 pm (CST)
- Web: [www.connerstrong.com/memberadvocacy](http://www.connerstrong.com/memberadvocacy)
- E-mail: [cssteam@connerstrong.com](mailto:cssteam@connerstrong.com)

Member Advocates are available Monday through Friday, 7:30 am to 4:30 pm (CST). After hours, you will be able to leave a message with a live representative and receive a response by phone or email during business hours within 24 to 48 hours of your inquiry.

