



Dear Meridian Bank Employee,

Conner Strong & Buckelew is pleased to represent Meridian Bank in managing and administering your health benefits program. Headquartered in Camden, New Jersey, we are one of the country's leading insurance brokerage/consulting firms. We have an unsurpassed commitment to supporting our clients with the highest level of customer service.

We understand that it can be difficult to fully understand your health benefits and use them properly—especially as insurance companies continue to make changes to plan administration and claims payment processes. This is where the **Benefits Member Advocacy Center (“Benefits MAC”)** can help.

The attached Member Advocacy card conveniently provides important contact information for each of your coverages (such as the toll-free customer service number, website address, and group number). If you have a question about your benefits or a claim payment, *your first point of contact* should always be the insurance company. However, if you cannot resolve your concerns or require special assistance, please contact a specially trained and experienced Member Advocate to intercede on your behalf:

- Call the Conner Strong & Buckelew Benefits MAC hotline at **800.563.9929**, or
- Submit a request via the Conner Strong & Buckelew website: connerstrong.com/memberadvocacy

Please note that this card is *in addition to, and not a substitute for* your medical/prescription/vision and dental ID cards. Be sure to keep all of them in a safe place. For replacement or additional Benefits MAC cards, contact your Human Resources Department or call our toll-free number at **800.563.9929** for an electronic copy.

Conner Strong & Buckelew looks forward to providing any help you may need regarding your health benefits program. Please feel free to contact us if we can be of service.

Wishing you the best in health,

Conner Strong & Buckelew



See reverse side to contact
the Benefits MAC team



Need benefits assistance?

Scan the QR code to view a list
of important benefits contacts
and resources.



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Commonly Asked Questions about the Benefits MAC

When should I contact Benefits MAC?

Through Conner Strong & Buckelew, you have access to the Member Advocacy program, which can assist you in a variety of ways. Please contact a Member Advocate if you experience any of the following:

- You believe your claim was not paid properly
- You need clarification on information from the insurance company
- You have a question regarding a bill from a doctor, lab, or hospital
- You are unclear on how your benefits work
- You need help to resolve a problem you have been working on

When should I contact the Meridian Bank Human Resources Department?

The Meridian Bank Human Resources department is available to assist you, in addition to the Benefits MAC team. However, there are certain questions that the Benefits MAC team cannot answer, and you will need to speak directly with Human Resources. For example, contact Human Resources if you have eligibility questions such as:

- “Have I satisfied the benefit waiting period?” or
- “When can I elect benefits?”

How can I contact Benefits MAC?

You may contact the Benefits MAC in any of the following ways:

- Phone: **800.563.9929**, Monday through Friday, 8:30 am to 5:00 pm
- Web: connerstrong.com/memberadvocacy
- Email: cssteam@connerstrong.com

Can the Benefits MAC assist with multiple languages?

Yes! Through Para Plus® language line, the Benefits MAC team can communicate with any employee and/or their eligible dependent(s) that requires a language other than English.

Para Plus® language line offers an interpreter who acts as a third party to facilitate communication between a Member Advocate and the Meridian Bank employee and/or their eligible dependent(s).

To Contact the Benefits MAC



- 📞 Call **800.563.9929**
- 💻 Submit a request at www.connerstrong.com/memberadvocacy
- ✉ Email cssteam@connerstrong.com

If you have questions about your benefit plan or a claim payment, your first point of contact should be directly with your insurance company. However, if you are unable to resolve your concerns or require special assistance, you may contact a Conner Strong & Buckelew Member Advocate to intercede on your behalf.

Please note that this card is not a substitute for your plan-specific ID cards.

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