



# You are not alone in the complex maze of Healthcare!

City of Kent has partnered with a new employee benefits broker, Alliant! Our new partner will help us enhance our employee benefit offering.

## Through this new relationship you will see:

### Communications & Education

Alliant shares the City of Kent philosophy of the high importance of communication.

Through consistent communications and education our partner will reduce surprises and be our guide in the complex maze of healthcare.

- Know the resources available and how to access them.
- Understand how to use benefits best.
- Empower our employees, our greatest asset!

### Assistance

The partnership with Alliant brings their **Benefit Advocates** service to City of Kent.

- This is available to all City of Kent employees and their families enrolled in benefits.
- The Alliant Benefit Advocates are individuals who spend their entire working day answering employee questions.
- These questions can range from simple 'what is covered' questions, to claims issues that need additional research.
- No question is too small, or too large, and this is a great place to start when you have any questions about your benefits.
- Plus, utilizing the Benefit Advocates protects confidentiality and increases privacy between employees and Human Resources.

We are excited about the move to Alliant! We hope that as a valued employee, you too will see the positive impact that they will have on our benefits package. In the coming weeks you will see additional information about the **Benefit Advocate** service.

# Introducing the Alliant Benefit Advocates

As a result of our partnership with Alliant, an employee benefits consulting firm, you will have access to the services of the **Benefit Advocates** effective August 15.

## What is a Benefit Advocate?

Benefit Advocates are experienced benefits professionals who can help you navigate through the sometimes confusing world of health insurance and employee benefits.

## When should you contact a Benefit Advocate?

- Troubleshooting claim issues, including medical and dental
- Coverage questions and issues
- Provider billing and network issues
- Enrollment and eligibility questions, including COBRA
- Other questions about your City of Kent benefits program, including the flex plan, disability and life insurance\*
- For the initial submission of a claim
- Benefit Advocates do not cover leave management or retirement

Your Benefit Advocates are available to assist you Monday through Friday, 8:00 a.m. to 5:00 p.m. PT. You can call Alliant toll-free, from anywhere in the U.S. or Canada. Benefit Advocates track and monitor all issues to resolution. All calls are confidential.

\* Benefit Advocates cannot answer questions on work-related / injuries and Medicaid

## Access your benefit info 24/7 with Ben-IQ

It's as easy as 1-2-3!

1. If you have an iPhone, go to the Apple App Store  
If you have an Android phone, visit Google Play
2. Search for "Ben-IQ"
3. Download and install the free app

## Employer Key: **KENT**

With Ben-IQ, you can:

- Find important contact numbers
- Locate in-network providers and other care options
- Store and organize your plan ID cards
- Find out how much your care should cost



## Benefit Advocate Contact Information

**Call:** 1-800-410-6571

**Email:** [mybenefits@alliant.com](mailto:mybenefits@alliant.com)

Monday through Friday, 8:00 a.m. to 5:00 p.m. PT.