



Sometimes employees just need or want to talk to someone to get the answers they need during the enrollment process.

TBX Enroll AssistSM offers multi-lingual telephonic assistance to employees during the open enrollment period, any special enrollment periods and for new hires year round.

Benefits center staff is cross trained on all aspects of each of our clients' plans. This level of training, along with our fully integrated call management system, allows our representatives to answer almost all questions on the first call. When a member calls with a question for a third party, our representative will provide a soft transfer and stay on the line to assist the member with obtaining the information requested. If a member calls in with an issue the representative cannot immediately resolve, they will be escalated directly to the supervisor.

Hours of operation are Monday through Friday, 7:00am - 7:00pm CST. All inquiries received by 4:00pm CST are answered on the same business day. Inquiries received after 4:00pm or on weekends /holidays are answered the next business day.

Our Knowledgeable Advocates Are Available To:

- Guide members through the benefit administration enrollment system and assist with basic technology inquiries such as password resets and simple navigation.
- Answer questions regarding the online enrollment portal.
- Help employees understand all available benefit options.

Additional Services Available On A Fee Basis Include:

- Assisting employees with obtaining new ID cards from carriers
- Assisting employees or handling all aspects of qualifying life events
- Managing the EOI process
- Dependent verification including document review and coverage approval

Call Center: 855.482.9669

