

Department	Contact	Phone Number	Email Address	Hours of Operation
National Recruitment Agent & Sub Agent Contracting	Agent Contracting	480-674-0437 210-904-3563	leah.ray@healthcare.com kpaeth@healthcare.com	8:00am-5:00pm CST 8:00am-5:00pm EST
Pivot Health Contracting - Licensing and Appointments - Onboarding Status	Pivot Health Contracting		phcontracting@healthcare.com	8:00am-5:00pm CST
Agent Support - User Access - Password Issues - Agent Portal Questions	Agent Support		agentsupport@healthcare.com	8:00am-5:00pm EST
Commissions - Statements - Payments	Insurance Benefit Administrators	844-630-7500	https://www.alliednational.com/agent.html	8:00am-5:00pm EST
Member Services - Account Changes - Billing Inquiries - Fulfillment Questions (ID Cards) - Claims Support - Cancellations - Refunds	Insurance Benefit Administrators	844-630-7500	clientservices@insurancebenefitadministrators.com	8:00am-5:00pm CST
Member Benefit Verification & Claims Status	Insurance Benefit Administrators	866-323-2985	https://www.insurancebenefitadministrators.com/providers (available 24/7)	8:00am-4:30pm CST
Escalations/Urgent Support	Insurance Benefit Administrators	844-630-7500	agentsfirst@insurancebenefitadministrators.com	8:00am-5:00pm CST