



# UFCW Local 99 Health Insurance Eligibility Hotline!

Interactive Voice Response (IVR) now available - Hear your eligibility 24/7, 365 days a year!

## HERE'S HOW IT WORKS:

**Call (602)249-3582/1(800)474-3485.** As soon as you hear the Auto Attendant begin to speak, press **8** to access IVR immediately and listen to the recorded message until you are transferred to the IVR attendant. As soon as you hear *"Welcome to our automated..."*, press 2 immediately to start the IVR Service.

## GETTING INTO THE IVR SYSTEM:

- Enter the **EMPLOYEES NINE DIGIT SOCIAL SECURITY NUMBER**. The system will repeat the SSN you entered. If you want to bypass this confirmation, press 1 to move to the next prompt.
- If you are requesting information for the employee, press "1".
- If you are requesting information for a dependent of the employee, press "2". \*\*

## GETTING SPECIFIC DATA FROM THE IVR SYSTEM:

- Select the type of inquiry you are requesting
- Eligibility inquiries, Press "1"
- Claim status, press "2" - Please enter the incurred or beginning service date of the claim.

**\*\* DOB will only be requested if you have selected a dependent.**