



Questions, Problems or Concerns

Our goal is to make certain that you receive the correct coverage under the benefits plan. We are here to help with any issues that may arise. If you require assistance, have your ID number or Social Security Number available and follow these steps:

- **For claims assistance** call the applicable insurance carrier. Have your ID number, date of service, and provider name available.
- If you require further assistance contact AssuredPartners. Authority Brands has partnered with AssuredPartners as our benefits administrator for expert assistance with benefit related questions, plan procedures, life events and claim issues.
- **Do you need an ID card?** If you do not have an ID card, please contact the insurance carrier to order your ID card or go online to the carrier's site to download an ID card.

Important Contact Information

Carrier	Group #	Web	Phone / Email
Medical UMR / UnitedHealthcare Choice Plus National Network	76-414010	www.umar.com	1-800-826-9781
Prescription Express Scripts		www.express-scripts.com	1-866-832-9260
Health Savings Account Optum Bank	76-414010	www.optumbank.com	1-866-234-8913
Flexible Spending Account AssuredPartners Hours: M-F 8am-5:30pm ET		https://apbenefitadvisors.wealthcareportal.com	1-800-535-6539, opt. 4 410-229-8356 (fax) AuthorityBrands@AssuredPartners.com
Dental Lincoln Dental Connect	00001D039539	www.LincolnFinancial.com	1-800-423-2765 claims@lfg.com
Vision Vision Service Plan	30091392	www.vsp.com	1-800-877-7195
Basic Life/AD&D Insurance Voluntary Life Insurance Lincoln Financial	10253493 00040FF01000- 00082	www.lfg.com	1-800-423-2765
FMLA: Absence Management (#1+SSN to connect) Short-Term Disability Long-Term Disability Lincoln Financial	FMLA: Authority Brands, LLC STD: 10253495 LTD: 10253494	www.lfg.com	1-800-423-2765
Employee Assistance Program (EAP) EmployeeConnect		www.guidanceresources.com User Name: LFGsupport Password: LFGsupport1	1-888-628-4824
Emergency TravelConnect		www.mysearchlightportal.com ID: LFGTravel123	1-866-525-1955
LifeKey Services		www.guidanceresources.com Web ID: LifeKeys	1-855-891-3684
AssuredExcellence			1-888-856-4317 assuredexcellence@apbenefitadvisors.com
Authority Brands Benefits Helpline Hours: M-F 8am-5:30pm ET		www.authoritybrands.bswift.com	1-800-535-6539, opt. 4 AuthorityBrands@AssuredPartners.com

Claim Information

Please note to utilize the blue underlined resources, you will need to hold CTRL and click on the link.

MetLife: Accident, Critical Illness, and Hospital Indemnity

- Visit www.metlife.com/mybenefits to access and submit your **claim form** electronically. You may also call **MetLife** at **800-Get-Met8** to request **claim forms** to be sent via mail. When logging into the site initially, registration is needed. Please Provide Group Name: Villa Bidco LLC. Group number 5975834.
- Please provide supporting documentation from the healthcare provider related to the injuries and services received (itemized billing statement and physicians' notes) for which a **claim** is being made.
- Link to **Accident, Hospital and Critical Illness Claims and Change Forms**:
 - Click on the hyperlink: <http://eforms.metlife.com>

Cancer Guardian:

- Email: ClientServices@CancerGuardian.com
- Phone: **833-CGUARDIAN (833-248-2734)**

Monday – Friday, 6am – 6pm (PST)

For additional questions or assistance, you can also contact

EOI Service Company
1-800-229-4364, option 2
customerservice@eoiservice.com

Chubb: Lifetime Benefit Term (LBT)

Administered by Selman Company for Chubb

Claims	
Lifetime Benefit Term (LBT)	Employees call 855-241-9891 with questions or to file a claim. Claims may also be faxed to 603-352-1179 or sent by email at CLAIMS@gotoservice.chubb.com Questions can be sent by email to csmail@gotoservice.chubb.com

For additional questions or assistance, you can also contact
EOI Service Company
1-800-229-4364, option 2
customerservice@eoiservice.com