

Department	Contact	Phone Number	Email Address	Hours of Operation
<b>National Recruitment</b> <ul style="list-style-type: none"> <li>Agent &amp; Sub Agent Contracting</li> </ul>	Agent Contracting	480-674-0437	Leah.Ray@healthcare.com	8:00am-5:00pm CST
<b>Pivot Health Contracting</b> <ul style="list-style-type: none"> <li>Licensing and Appointments</li> <li>Onboarding Status</li> </ul>	Pivot Health Contracting		phcontracting@healthcare.com	8:00am-5:00pm CST
<b>Training &amp; Product Support</b> <ul style="list-style-type: none"> <li>Product Questions</li> <li>One on One Training</li> <li>Group Webinars</li> </ul>	Todd Greene, Broker Account Executive	727-477-2581	todd.greene@healthcare.com	8:30am-5:30pm EST
	Letty Perez, Broker Account Executive	813-771-9330	letty.perez@healthcare.com	8:00am-5:00pm EST
<b>Agent Support</b> <ul style="list-style-type: none"> <li>User Access</li> <li>Password Issues</li> <li>Agent Portal Questions</li> </ul>	Agent Support		agentsupport@healthcare.com	8:00am-5:00pm EST
<b>Commissions</b> <ul style="list-style-type: none"> <li>Statements</li> <li>Payments</li> </ul>	Insurance Benefit Administrators	844-630-7500	<a href="https://www.alliednational.com/agent.html">https://www.alliednational.com/agent.html</a>	8:00am-5:00pm EST
<b>Member Services</b> <ul style="list-style-type: none"> <li>Account Changes</li> <li>Billing Inquiries</li> <li>Fulfillment Questions (ID Cards)</li> <li>Claims Support</li> <li>Cancellations</li> <li>Refunds</li> </ul>	Insurance Benefit Administrators	844-630-7500	clientservices@insurancebenefitadministrators.com	8:00am-5:00pm CST
<b>Member Benefit Verification &amp; Claims Status</b>	Insurance Benefit Administrators	866-323-2985	<a href="https://www.insurancebenefitadministrators.com/providers">https://www.insurancebenefitadministrators.com/providers</a> (available 24/7)	8:00 am - 4:30pm CST
<b>Escalations/Urgent Support</b>	Insurance Benefit Administrators	844-630-7500	agentsfirst@insurancebenefitadministrators.com	8:00am-5:00pm CST