

ACCOUNT MANAGEMENT TEAM



ASCELA STRATEGICALLY PARTNERS YOU WITH A TEAM OF PROFESSIONALS THAT WILL KNOW YOUR COMPANY'S BENEFITS, EMPLOYEES AND STRATEGY.

ACCOUNT MANAGER

Your dedicated Account Manager will be your main go-to contact for all strategic consulting and any complex issues that may arise with enrollment, claims or billing. Our knowledgeable professionals will work with you to understand your company's needs to create an overall benefits strategy, which will be planned, scheduled and implemented by the time the renewal period arrives.

ACCOUNT CONSULTANT

Your Account Consultant, along with your Account Manager, will ensure your group documents are timely managed; renewals are properly installed; and employee enrollment kits are issued. Our Account Consultants will help distribute all the required notices you need to make sure you are compliant. They will also work closely with your Account Manager during renewal and open enrollment periods.

CLIENT SERVICE REPRESENTATIVE

Each account is also assigned a Client Service Representative that will take care of the transactional items you have throughout the year. Our Client Service Representatives will tackle all the member enrollments and terminations, day-to-day billing issues or claims questions. Your Client Service Representative will be the main point of contact for any employees' claims issues, so you do not have to get involved.

10.10.18

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