



**LOS RIOS**  
**COMMUNITY**  
COLLEGE DISTRICT

# The Benefits Help Desk

## OUR BENEFITS HELP DESK IS HERE FOR YOU!

Staffed by caring professionals who know your insurance plans, the Benefits Help Desk is designed to be your personal benefits answer and support service for a wide range of insurance-related questions or issues throughout the year.

## Benefits Support

For general inquiries regarding ID cards, enrollment eligibility and provider network information, you will receive a prompt response.

For complex benefits issues involving claims, the Benefits Help Desk will contact the insurance carrier on your behalf and require that you complete a HIPAA authorization form. Then, the Benefits Help Desk will work with you directly until the issue is resolved.

### **This service is free and completely confidential!**

Spouses and family members are invited to use the Benefits Help Desk as well. Additionally, we have Spanish-speaking staff and access to the AT&T Language Line, which provides assistance in over 170 languages.

## Contact the Benefits Help Desk

Phone: **877-373-6535**

from 5am – 5pm (PST), 7am – 7pm (CST),  
8am – 8pm (EST) Monday – Friday.

Email: **[epichelpdesk@epicbrokers.com](mailto:epichelpdesk@epicbrokers.com)**.

