

# WORLD

## KEY RESOURCES AT YOUR FINGERTIPS

# NAVIGATING YOUR BENEFITS SHOULD NEVER BE COMPLICATED

**Empower yourself with expert guidance.** Whether you have a simple question or need more in-depth assistance, the Benefits Helpline team at World Insurance is ready to provide confidential answers to your questions and help better understand your benefits.

**Here are a few examples of why you might reach out:**

-  **Plan Guidance:** Have questions about your options during Open Enrollment? Not sure what your offerings include? Experienced a life event and want to reevaluate your coverage? We're here to guide you.
-  **What's Covered:** Unsure what your plan includes? Need help finding in-network providers or facilities for labs, imaging, or specialty care? We can point you in the right direction and ease the process.
-  **Claims Assistance:** Questions about a claim or filing an appeal? Our team can walk you through what to ask and help you understand each step.
-  **Tax Savings Help:** Wondering if you have access to an HSA, HRA, or FSA—or how to use them? We'll help you make the most of your tax-advantaged accounts.
-  **Provider and Rx Search:** Looking for a new doctor? We can help you search your plan's provider network to find in-network care. Need to check if a prescription is covered? We'll guide you through your plan's drug formulary.
-  **Billing Help:** Confused by a provider bill or Explanation of Benefits (EOB)? We'll help you understand what's covered and what you owe.



### WORLD INSURANCE – BENEFITS HELPLINE

We can answer questions about any plans you might have like medical, dental, vision, life, disability, tax savings plans, and more!

#### CONTACT INFO

**1-888-WORLD-09**

**[benefitshelp@worldinsurance.com](mailto:benefitshelp@worldinsurance.com)**

If we are not able to answer the phone or email right away, we will respond to you promptly, within the same or next business day.

#### HOURS

Monday through Friday  
8:30 AM – 7:30 PM Eastern