



McPherson
COLLEGE

Employee Benefits Advocacy Center

Benefits can be complex and difficult to navigate, and this can become even more intimidating if you are dealing with an immediate issue. Take the guessing game out of many benefits questions by taking advantage of our help center! Dedicated solely to supporting the employees of **McPherson College**, simply follow the steps below and receive the assistance you need to feel confident with your benefits.

HAVE A BENEFITS RELATED QUESTION?

The experts working the help center can help answer some of the common benefits questions you may have such as:

- + **Explanation or clarification of benefits offered**
- + **Billing issues**
- + **Claims assistance with EOB review**
- + **Access to care help**



Email: MAC.benefits@imacorp.com

Call: 866.599.4965

In your email, be sure to include as much detail as you can provide to help get your question answered as quickly and efficiently as possible.



Have an answer within 24 hours

Expect a response from a benefits expert within 24 hours or 48 hours if it is during open enrollment.



Still need help?

If the issue becomes increasingly complex, it will be escalated to the appropriate parties.

Turnaround time might be a little delayed, but we will try our best to help resolve the problem!

