

Rest Easy With Member *Support And Self-Service* Tools

Talk to a dedicated Member Care Representative for help or look up the answer online. Whether you're an employer or a member, we've got you covered.

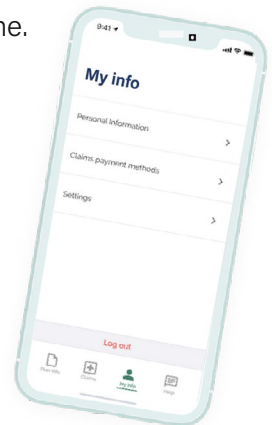
Every Member Has A Member Care Representative Ready To Help With —

- **Enrollment**—education and guidance during and after plan enrollment.
- **Claim Submission**—assistance with submitting a claim or resolving an issue.
- **Claim decisions**—proactive outreach on every decision helps eliminate confusion.
- **RenSecureHealth portal and mobile app**— help using RenSecureHealth self-service tools.
- **No transfer policy**—our team will go find the answer and call the member back.

Online Tools For A Great Member Experience

Log in to the member portal or mobile app to—

- File claims and check status anytime.
- Reference plan benefit amounts.
- Access plan documents.
- Look up covered conditions.
- Manage payout preferences.



A Great Employer Experience, Too

Log in to the employer portal anytime to—

- Check eligibility—the portal provides access to realtime enrollment details.
- Make changes like new hires, terminations, and life events.
- Preview and pay your bill—expedited invoice review ensures accurate, on-time payments, every month.
- On demand access to policy documents and reporting make plan admin easy.

Plus, employers have a dedicated Customer Success Manager who supports their account from implementation through enrollment to day-to-day administration of the plan.



For Support with Your RenSecureHealth product contact us at:
RenSecureHealth@joinansel.com
or call **888-612-1172**

Members Can Manage Their Benefits At *RenSecureHealth.joinansel.com/Member*