

GET TO KNOW

YOUR ONE TEAM FOR ALL OF YOUR SERVICE-RELATED QUESTIONS

Word & Brown now offers an Account Management team to better serve you and your clients.

You will still maintain your relationship with your Sales Rep for any sales-related activity.

GENERAL QUESTIONS

Get accurate answers to any of your group, plan, and coverage questions.



TECHNOLOGY

We have your back on all technology questions, from Ease and WBMedID to API integrations (for faster enrollments).



ACCOUNT

Get answers to all of your – and your clients' – questions on billing, claims, commissions, and more.



SEARCHES & REQUESTS

Ensure your clients get what they want with research on doctors, hospitals, Rx, and more.



WBCOMPLIANCE

Rely on our team for answers to questions on changing compliance rules and regulations.



MAINTENANCE

Whatever change you need to make, you can depend on us to help you.

(Turn to back for more)

Word&Brown

**Contact the Account Management Team
and get the answers you need for all service-related questions!**

Call 866.380.0053, or email us at AccountManagement@wordandbrown.com.

OUR TEAM CAN HELP YOU ON A VARIETY OF TOPICS

TECHNOLOGY

API Integration

Online Enrollment

ACCOUNT

Billing

Claims

Commissions

Renewal Changes

Access to Care

COBRA/Cal-COBRA

Additions/Terminations

Benefit Questions

Broker of Record

Continuity of Care

Deductible Credit

Eligibility

GROUP CHANGES

Employer Level

Maintenance

Member Level

SEARCHES & REQUESTS

Provider Searches

Form Requests

ID Card Requests

Licensing/Appointments

Exception Requests

Facility Searches

Rx Searches

Rate Verification

COMPLIANCE

Employer Reporting

ERISA

COBRA

Account-Based Plans

HRWow

Employer Training

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