



# Employee Benefits Hotline

Benefit specialists are available to answer questions  
as you sign up for your Guardian benefits

Toll-free Phone	E-mail
1-888-600-1600 Monday – Friday	7:00 a.m.- 8:30 p.m. EST 6:00 a.m. - 7:30 p.m. CST 5:00 a.m. - 6:30 p.m. MST 4:00 a.m. - 5:30 p.m. PST

## **STEP 1: Ask yourself these questions to determine if you should call the Employee Benefits Hotline.**

If you answer "yes" to any of these questions, prepare to contact the Hotline (go to step 2):

- Do I need help completing my enrollment form?
- Do I have questions about the benefits covered under the plans my employer is offering?
- Coverage begins on your plan's effective date, July, 1, 2016.

## **STEP 2: Prepare to contact the Hotline**

- Name of the company you work for: UMass Medical

- Your company's group number: 00526237

## **STEP 3: Call 888-600-1600 to get answers!**

- Press #1 to identify yourself as an employee
- At the next prompt: Press #0 for questions relating to life, disability or accident.
- Enter your plan group number, 526237

**IMPORTANT NOTE:** The Employee Benefits Hotline provides pre-enrollment support in over 50 languages! Once you are enrolled in a plan, you will receive additional information and new toll-free phone numbers. If you are looking for a dentist provider who participates in your plan, go to [www.GuardianAnytime.com](http://www.GuardianAnytime.com).