

Employer Contact Center

Big Company Support for Small Businesses like Yours.

As an ADPIA* health and benefits client, you will receive access to a valuable resource to help administer your health and benefit program.

ADPIA's **Employer Contact Center (ECC)** is a dedicated service center staffed by knowledgeable, licensed producers who focus specifically on the unique issues facing employers. Experience how ADPIA can provide the support and services of a large organization while meeting the health and benefits needs of small business professionals.

Employer Support Services

Our dedicated team of licensed service specialists assist you with:

- New enrollees and terminations
- Employer requests & appeals
- Invoice reconciliation
- Clarification of deduction setup w/ADP Payroll

With ADPIA, employers stay more focused on driving the business forward.

As part of the onboarding process, clients may receive a Welcome Call to answer any questions you may have – and our proactive client support doesn't end there. Every three months, a service specialist will check-in with you to make sure you're getting the support you need and to see if there are other business needs we can assist you with.

Dedicated Renewal Center

When it comes time for renewal, a licensed producer from our team of dedicated Renewal Specialists will proactively reach out to you 90 days prior to your renewal date. They will review your current coverage and help assess new coverage options, plan configuration, network coverage and ancillary benefits that best meet the needs of your business, your employees and your budget.

Your ADPIA Renewal Specialist can help configure a plan that provides:

- The coverage you want
- The affordability you need
- The support you deserve

We're here to help.

For additional information, please contact a licensed service specialist.

Employer Contact Center (866) 892-3383

Our normal business hours are Monday-Friday between 8:30AM and 8:00PM Eastern Time.

insurance.adp.com

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