



## Client Contact List

Your New York Life Group Benefit Solutions Account Team for: **Prolifics, Inc.**

Coverage Plans and Policy Numbers: **Life FLX0967240, AD&D OK 0968751, Short Term Disability SHD0962815, Long Term Disability LK 0964973**

Your Account Team	Name	Phone	E-Mail/ Fax
<p><b>GBS Client Service Center for Service Help</b> First point of contact for quick and efficient answers to service/administrative questions. If needed we will send your request to the appropriate NYL team and ensure your questions are resolved</p>		<p><b>(800) 557-7975</b> 8:00 am – 5:00 pm, Local time, Mon-Fri</p>	<p><a href="mailto:GBSClientService@newyorklife.com">GBSClientService@newyorklife.com</a></p>
<p><b>Account Manager</b> Responsible for overall service and will work with our Client Guide team to handle complex inquires</p>	Brett Stang	<p><b>(908) 437-9732</b></p>	<p><a href="mailto:Brett_Stang@newyorklife.com">Brett_Stang@newyorklife.com</a></p>
<p><b>Billing Inquiries</b></p>		<p><b>(800) 243-7445</b> 8:00 am – 5:00 pm ET, Mon-Fri</p>	<p><a href="mailto:GBSBillingAdmin@newyorklife.com">GBSBillingAdmin@newyorklife.com</a></p>
<p><b>Medical Underwriting Inquiries and Submissions</b></p>	Life and Disability	<p><b>(866) 607-2360</b> 8:00 am – 6:00 pm ET, Mon-Fri</p>	<p><b>Send EOI Submissions to:</b> <a href="mailto:BethlehemMail@newyorklife.com">BethlehemMail@newyorklife.com</a> Fax: <b>(800) 440-0856</b></p>



<b>Your HR/Benefit Resources</b>		
<b>Administration Items</b>	<a href="http://www.myNYLGBS.com">www.myNYLGBS.com</a>	Detailed information on how to administer your plans, manage your enrollments, conduct premium administration, file claims, conversion and portability options. Registration package will come Via email; you will be able to access this information once your registration has been completed.
<b>Online HR/Benefit Resources</b>	<a href="http://www.myNYLGBS.com">www.myNYLGBS.com</a>	Access your self-billing system and status information on your employee claims or Medical Underwriting processing
	<a href="http://www.newyorklife.com/group-benefit-solutions/predisability">www.newyorklife.com/group-benefit-solutions/predisability</a>	Online manager orientation, forms, tools, and resources for NYL GBS Healthy Working Life® pre-disability vocational services

<b>Resources for Employees</b>	<b>Phone/Website</b>
<b>Filing a Life, AD&amp;D or Disability Claim</b>	<b>(888) 842-4462</b> 8:00 am to 8:00 pm ET, Mon-Fri <a href="http://www.newyorklife.com/group-benefit-solutions/forms">www.newyorklife.com/group-benefit-solutions/forms</a>
<b>Work Wellness Website</b> Disability customer information and resources about disability, return to work, value add programs, and more	<a href="http://www.newyorklife.com/group-benefit-solutions/employees/work-wellness">www.newyorklife.com/group-benefit-solutions/employees/work-wellness</a>
<b>NYL GBS Survivor Support Specialist Support</b> Grief and bereavement support and resources	<b>(888) 842-4462</b> , ext. 1013382 9:00 a.m. – 5:00 p.m. ET
<b>NYL GBS Secure Travel</b> Travel assistance	<b>(888)226-4567</b> (U.S. and Canada) or <b>(202)331-7635</b> Callers should indicate they are a member of <b>group #57</b>
<b>NYL GBS Employee Assistance, Wellness, Financial, Legal &amp; Estate Support</b> Employee assistance counseling, work/life support, financial planning expertise and legal support (Compsych GuidanceResources)	<b>(800) 344-9752</b> 24/7/365 <a href="http://www.guidanceresources.com">www.guidanceresources.com</a> Web ID: NYLGBS
<b>NYL GBS Survivor Assurance</b> Beneficiary support providing a free, interest-bearing account for claim payments of \$5,000 or more	<b>(800) 570-3778</b> <a href="http://www.nylgbssurvivorassurance.com">www.nylgbssurvivorassurance.com</a>



GROUP BENEFIT  
SOLUTIONS