

Colgate University Employees:

Alera Group can help
you get more from
your employee benefits!

The Alera CARE Team is your single
point of contact for all your healthcare
needs and insurance questions.

We know that managing your healthcare benefits can be stressful and confusing. We are familiar with the details of your benefit plans, and often resolve issues within your first call.

Your privacy is protected. Alera Group follows careful protocols, complies with government privacy standards, and maintains confidentiality with your private health information (PHI).

**Call Alera CARE: 1-800-836-0026 Ext. 7400,
M-F, 8 am - 4:30 pm EST**
Email: support@aleracare.zendesk.com

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The Alera CARE Team assists with your employee benefit questions including:

- Help understanding and navigating your health care plan
- Ordering replacement insurance I.D. cards
- Assisting with accessing carrier network providers
- Explaining plan deductibles and out of pocket maximums
- Assistance with resolving provider billing and insurance claims
- Help with facilitating approvals and prior authorizations for services, as required
- Able to assist with general questions or can refer to a Medicare specialist