



# Employee Health Plan Members

## We are here to serve you.

The customer service representatives who staff our best-in-class call center are happy to assist with any need or concern, and our online portal is also an easy way to access information.



**Reach our live call center**  
800.798.2422



**Hours of operation**  
Monday–Thursday 7am–6pm CST  
Friday 7am–5pm CST



**Email**  
customerservice@consociate.com



**Call or email us with any questions, including:**

- Finding a PPO network provider
- Benefit questions
- Claim questions



**Access the online portal**  
consociatehealth.com

- Click on Members, then click on VIVO Claims Access.



**Online portal available 24/7:**

- PPO providers list –  
consociatehealth.com/ppo-search
- Online image of your ID card
- Claims history
- Benefits at a Glance (summary)
- Verification of Benefits (detailed)
- Explanation of Benefits
- Resources including forms and plan information
- Important announcements

**We are proud to be part of your employer sponsored health plan, and look forward to serving you.**

