

Your Member Services Advocate

Get help from your dedicated Member Services Advocate who knows you and your plan.

Dedicated help for your health plan questions

When you have questions about your health plan benefits, you have a dedicated person to help. Call us to speak with your Advocate — your dedicated point of contact. Each time you call, you'll speak to the same Member Services Advocate who knows you and will help you with any questions or issues you may have.

Your Member Services Advocate can:

- Answer questions about your plan.
- Explain your claim or a bill.
- Find a doctor in your network.
- See how much your prescription costs.

When you call, have your ID card in front of you. You can enter your member ID number and group/policy number and your call will go to your Member Services Advocate. If you aren't able to enter your member information, your call will go to the general Member Services team. This service is available to Duluth JPE active and pre-65 retiree health plan members.

Call today

Emma Nguyen
Member Services Advocate
1 (877) 347-0250

We're here when you need help

Call us at **1 (877) 347-0250**.
Or call the number on the back of your member ID card to be transferred to your Member Services Advocate.

Your Advocate is available:

Monday-Friday from
9:30 a.m. to 6 p.m. Central

When your Advocate is not available, another trained member of the Advocate team can assist you during business hours.

Member Services:

Monday-Friday from 7 a.m. to 8 p.m. (closed Thursdays from 8-9 a.m.) and Saturdays from 9 a.m. to 3 p.m.