

Client Advocate Center

1.866.582.7378 | Prompt 1

Direct access to trained professionals to assist you with health and benefits-related questions and concerns.

Unexpected medical bill? Not sure if your insurance covers an upcoming doctor's visit? Trouble filling a prescription?

Our team of client advocates are available to troubleshoot and assist you with questions including:

- *Clarifying benefit options*
- *Explaining how a claim was processed*
- *Requesting replacement medical ID cards*

Struggling with a healthcare issue? We can also help to locate specialists, dentists, and hospitals that are part of your network and provide guidance on how to navigate your health plan in order to get the care you need.

Client Advocates go above and beyond to offer resolution through exceptional service. Questions are addressed quickly, thoroughly, and confidentially.

Contact us today!

Monday – Friday | 8:30 a.m. – 5 p.m. EST

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 KTBServ@ktbenefits.com

Bilingual Spanish Speaking Representatives Available to Assist!