



City of Acworth

Benefits Call Center

Contact us for help with any benefits related question or issue.

888-258-0984 OR
NFPseCustomerService@nfp.com

City of Acworth is delighted to partner with NFP, an Aon Company offering you an exceptional experience in navigating your benefit programs. NFP is at your service to assist with making benefit elections, understanding your benefits, ordering ID cards, answering eligibility questions, and resolving claims issues.

Whether it's during Open Enrollment or at any other time of the year, NFP's dedicated phone number and email address are available to assist with any concerns or questions regarding your benefits, including but not limited to:

- Beneficiary changes
- Qualifying Life Event changes
- Plan information review
- Locating In-Network Providers
- Claims resolutions
- Claims appeals
- Evidence of Insurability approval status
- Benefits and eligibility
- ID card inquiries
- Claim form completion and processing

The Benefits Call Center is available Monday through Friday, from 8:30 AM to 5:00 PM EST. We also have an after-hours voice mailbox, and your call will be returned the next business day. The NFP Team is an invaluable resource for all your benefit and enrollment needs.

Reasons to Contact the Benefits Call Center



- **Order ID Cards:** We can directly contact the insurance carrier and have your replacement card delivered in 10 to 15 business days.
- **Claim Resolution and Research:** We can help you understand your Explanation of Benefits (EOB) and contact the insurance carriers on your behalf. We can assist with appealing a denied claim, help you request a Prior Authorization (PA) from your physician, help you file out-of-network claims, and assist with reimbursement for medical assistance while traveling outside of the United States.
- **Locate In-Network Providers:** Staying in-network saves money. We can help you find in-network providers for medical, dental, and vision coverage, whether you're at home or traveling.
- **Request Copies of Necessary Forms:** We can provide medical claim forms, out-of-network claim forms, evidence of insurability forms, short and long-term disability claim forms, and any other necessary forms.
- **Understanding Your Benefits:** We can assist with questions about deductibles, copayments, and coinsurance. We can explain waiting periods, elimination periods, and eligibility rules.
- **Annual Enrollment Information:** We can provide details about when open enrollment begins and ends, and if your plan designs or payroll deductions are changing.
- **Explain Qualifying Events:** Most benefit plans require a Qualifying Event (like marriage, birth of a child, or other life event) to change your election outside of open enrollment. We work with your employer to ensure your change follows the plan rules, is requested within the appropriate timeframes, and is properly documented.
- **Annual Enrollment Information:** We can provide details about when open enrollment begins and ends, and if your plan designs or payroll deductions are changing.
- **Enrollment Assistance:** Our service center representative can guide you through every step of the enrollment process, whether it's an online enrollment or paper enrollment form.
- **Confirmation Statements:** We can provide copies of your online enrollment confirmation statement or a copy of your paper enrollment form at any time.

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