

FAQs—Your Health Care Plan Options

FOR EMPLOYEES



When can I enroll in my benefits?

After you complete your onboarding, you should receive an email with instructions on how to enroll in your benefits. You will then have 30 days from your I-9 verification date to enroll into your new hire benefits.

Do I need a referral?

Most of the plans we make available to employees do not require that you get a referral for services.

How does the healthcare coverage work if I am overseas?

Your coverage will be in effect for emergency services only. Please connect with your medical carrier for any additional steps that may be required.

What other services does Alight offer?

Alight provides free health advocacy services to employees enrolled in an ExtensisHR sponsored medical, dental, and/or vision plan. They can assist with finding a provider, providing benefit resources, care coordination, comparing costs, helping with claims or billing issues, and more.

Does my health insurance cover specific services such as X-Rays, mental health treatment, chiropractic care, etc.?

Your medical carrier will determine the coverage for specific services. For a deeper understanding of what your plan offers, you can also contact our Health Advocacy vendor, Alight at (800)-204-6362, Monday – Friday, 9AM-9PM Eastern Time.

What if it is an emergency and I am taken out of network?

Your coverage will cover the maximum amount of the service that would have been covered under an in-network provider. This is for emergency purposes only.

Who do I call for assistance with a claim?

For any questions you have on claims, it is recommended that you reach out directly to the carrier. However, if you need assistance with any part of the claim process you can also work with our Health Advocacy vendor, Alight. This service is free for employees enrolled in an ExtensisHR sponsored medical, dental, and/or vision plan. They can be reached at (800)-204-6362, Monday – Friday, 9AM-9PM Eastern Time.

Will I receive new medical, dental, and/or vision ID Cards?

Depending on the carrier, you may receive new ID cards if your plan changes, you add a family member, or if you lose your card(s). If you would like to request a new ID card, please contact the carrier directly.

What resources are available through my medical carrier's website?

You should be able to register for an account through your medical carrier's website. Within your member portal, you will have access to various resource documents, ID cards, provider and prescription search tools, and more.



More Questions?

You can call The Employee Solutions Center at **(877)-773-8770**, Monday – Friday, 8AM-7PM Eastern Time or email them at employee@extensishr.com.