

Vassar College Employees

Get the Most from Your Healthcare Benefits!

Alera Group is your single point of contact for all your healthcare needs and insurance-related questions.

Alera Group is here to assist with your medical, prescription drug and dental questions including:

- ✓ Help understanding and navigating your health care plan
- ✓ Ordering replacement insurance I.D. cards
- ✓ Locating providers and specialists*
- ✓ Estimates for out-of-pocket cost and plan coverage*
- ✓ Assistance with resolving provider billing and insurance claims*
- ✓ Provide cost for coverage options

**Please note: Some requests may require insurance vendor involvement. These requests could take 24-48 hours depending on vendor response time.*

Questions? Contact CARE Customer Service

1-800-836-0026 Ext. 7400

Hours of operation are Monday-Friday 8 a.m.-4:30 p.m.

Email: support@alerahealth.com

Your privacy is protected. Alera Group follows careful protocols, complies with all government privacy standards and will keep your information confidential.

