

Simplified Labor Staffing Solutions

EBSO, Inc. welcomes the employees of Simplified Labor Staffing Solutions
Effective October 1st your medical plan is administered by EBSO, Inc.



EBSO

Group # 219123



Customer Service – 1-800-558-7798 Representatives are available to assist you with:
• claim status • eligibility • coverage information – what is included or excluded in your plan
• explanation of claim payment after you received your explanation of benefits • general questions
Customer Service is available Monday – Thursday 7:00 AM-7:00 PM Central Time and Friday 7:00 AM-5:00 PM.
You can also email Customer Service 24/7 at customerservice@ebsobenefits.com.

Providers can check claim status, benefits and eligibility by calling 1-866-296-4002.

1. For information about your plan coverage, payment percentages, limitations or exclusions refer to your benefit plan document. If you need additional information or have questions after reviewing your plan document call EBSO.
2. EBSO Online (www.ebsobenefits.com) provides access to our online customer service option. There is also a link to view your claim history and print EOBs, view current enrollment elections, and benefit plan document.
3. To administer your plan accurately EBSO must sometimes request additional or updated information about a claim. To expedite your claim, promptly complete the form and return it to EBSO by fax, mail or email.

Medical Claims

This plan does not utilize any network for providers. Allowable amounts are based on 125% of Medicare. Make sure your physician has a copy of your current ID card. This card will notify the provider of the group number and correct address to file claims on your behalf.

Send Medical Claims To: EBSO, Inc.
PO Box 928
Findlay, OH 45839-0928
Electronic Payor ID 37257

For Provider Verification visit www.ebsobenefits.com
or call 800-296-4002.



Pharmacy Benefit

MedTrakRx administers the pharmacy benefit. For member service call 800-771-4648 or online at www.medtrakrx.com to find pharmacy locations, use mail order service or check the cost of a drug. Be sure to present your new card at the pharmacy the first time you have a prescription filled. Contraceptives and other preventive drugs covered by the plan at 100% benefit. All other drugs member pays 100% of cost.



EBSO Online Services

EBSO offers members 24/7 online access to their plan, eligibility and claim information. To create a new Userid go to www.ebsobenefits.com. Click on *Members* in the top tool bar. Click on *EBSO Member Login*. To create a new account click on *Proceed to our sign-up process*. Click *Agree* to the License Agreement. Then follow the steps and instructions to complete the requested information. The system will verify your information, automatically setup your account and provide you with appropriate access. Some of the menu options available are:

All Members – Announcements and connect to Online Pharmacy.

Eligibility – view and print plan coverage information for all insured members and print Temporary ID

Claims – View and print your claims and Explanation of Benefits.

My Benefits – View your plan benefit booklet and amendments. Connect to online customer service. Questions or requests can be submitted to Customer Service via your EBSO Online account. Request new ID cards, ask benefit questions, and provide requested additional information – accident information, other insurance, etc.

