

# EMPLOYEE SERVICE REPRESENTATIVES

*Benefits can be confusing. Insurance companies are hard to reach.*

We understand. Trust the ESR team at Creative Benefits, Inc. to help. The team members' combined benefits experience of over 35 years will guide you through the confusion.

Your ESR will assist you with...

- questions or concerns about your benefits;
- a claim that was denied by your insurance;
- a doctor bill for which you are not responsible;
- ordering a new ID card;
- enrolling in benefits for the first time or making changes;
- finding providers that are in your network.

## Your ESR Team

**ESR Team Leader - Charmaine Harrison-Tummings**

**Marie D'Antonio | Marlene Loose | Katelyn Martin | Sherece McKenley | Christa Wisneski**

**Hours of Operation: 7:30 a.m. to 6 p.m. EST | Phone: 844-231-8414 | Email: [ESR@creativebenefitsinc.com](mailto:ESR@creativebenefitsinc.com)**

**Please let us help you...**

**When initially contacting us be prepared to provide your name, subscriber name and company, subscriber social security number or ID, and date of birth.**

