

ACH of America, LLC.

Frequently Asked Questions

AON Worksite Solutions U-Select Program

Who can I contact if I have any questions?

- Customer Service Hotline- 1-800-544-9382 Monday-Friday between the hours of 8:30 A.M. and 6:00 P.M.
- Relationship manager (Mike Higgins 407-925-4868)

How can I change and/or cancel my benefits?

- To cancel your benefits, contact Worksite Solutions and a Customer Service Representative will assist you via telephone. To change your benefits, complete and sign the Request for Benefit Change Form that was included in your policy package. Mail the completed form to Worksite Solutions, P.O. Box 5573, Chicago, IL 60680. Once your request is received it will be submitted to Underwriting. You will be notified via mail if your request is approved or declined.

How can I continue my policy if I leave my current employment?

- Call our client service hotline 1-800-544-9382, and ask your Customer Service Representative for help.
- You can choose to be placed on an individual bill, or have the amount directly debited from a checking or savings account

Am I guaranteed to be approved for the benefits that I selected?

- No. Worksite Solutions issues individual policies. This means that any benefits that you select are individually underwritten and are not guaranteed issue.

Are my Worksite Solutions benefits a pre or post tax benefit?

- Worksite Solutions benefits are a post tax benefit. This means that your payroll deductions are taken after taxes are calculated. This allows you the convenience of adding or changing your coverage at any time.

Will I receive a copy of the policy in the mail?

- Yes. After you have been approved for the benefits, look for a policy package to arrive in your mailbox. Along with your policy, you will receive a Beneficiary Change Form, Service Request Form, Request for Benefit Change Form, and a Claim Form.

Do I need to notify Worksite Solutions if my address, name, and/or telephone number changes?

- Yes. You can update your address and telephone number by contacting Worksite Solutions via their toll free number, 1-800-544-9382. A Customer Service Representative will assist you.
- To change your name on your policy, complete and sign the Service Request Form. Mail the form and proper documentation to Worksite Solutions, P.O. Box 5573, Chicago, IL 60680 and your request will be processed.

I lost my policy, can I get a copy of it?

- Contact Worksite Solutions and a copy of your policy will be mailed to you.

I was just approved for my benefits but have changed my mind. Can I get a refund?

- As long as you cancel your benefits within 30 days of approval, your payroll deductions will be refunded to you in full. Contact Worksite Solutions to cancel your benefits and receive a refund.

What level of coverage do I have?

- You can determine the level of coverage you have in two ways. First, you can check your policy. Second, you can contact a Worksite Solutions Customer Service Representative and he/she will review your coverage with you.