

Important Contacts

Have Questions? Need Help?

Clermont County is excited to offer access to the USI Benefit Resource Center (BRC), which is designed to provide you with a responsive, consistent, hands-on approach to benefit inquiries. Benefit Specialists are available to research and solve elevated claims, unresolved eligibility problems, and any other benefit issues with which you might need assistance. The Benefit Specialists are experienced professionals, and their primary responsibility is to assist you.

The Specialists in the Benefit Resource Center are available Monday through Friday 8:00am to 5:00pm Eastern & Central Standard Time at 855-874-0829 or via e-mail at BRCMidwest@usi.com. If you need assistance outside of regular business hours, please leave a message and one of the Benefit Specialists will promptly return your call or e-mail message by the end of the following business day.

Carrier Customer Service

Additional information regarding benefit plans can be found on <https://hr.clermontcountyohio.gov/>. Please contact Human Resources to complete any changes to your benefits that are not related to your initial or annual enrollment.

	CARRIER	PHONE NUMBER	WEBSITE
Medical PPO	Anthem BlueCross BlueShield	See Member ID card	www.anthem.com
Prescription Coverage	Carelon Rx	833-419-0530	www.carelonrx.com
Dental PPO	Sun Life	800-786-5433	www.sunlife.com
Vision	EyeMed	866-939-3633	www.eyemed.com
Life, AD&D, LTD	Mutual of Omaha	800-228-7104	www.mutualofomaha.com
Spending Accounts	Surency	866-818-8805	www.surency.com
Voluntary Critical Illness	The Standard	877-282-0808	www.seemybenefits.com
Voluntary Cancer	The Standard	877-282-0808	www.seemybenefits.com
Accident	The Standard	877-282-0808	www.seemybenefits.com
Short Term Disability (STD)	Trustmark	877-282-0808	www.seemybenefits.com
Long Term Disability (LTD)	Trustmark	877-282-0808	www.seemybenefits.com
Employee Assistance Program (EAP)	ComPysch	877-327-4452	www.guidanceresources.com
Employee Benefit Resource Center	USI Benefit Resource Center	855-874-0829	BRCMidwest@usi.com

This brochure summarizes the benefit plans that are available to Clermont County eligible employees and their dependents. Official plan documents, policies and certificates of insurance contain the details, conditions, maximum benefit levels and restrictions on benefits. These documents govern your benefits program. If there is any conflict, the official documents prevail. These documents are available upon request through the Human Resources Department. Information provided in this brochure is not a guarantee of benefits.