

Advanced Resolution Team

**Insurance is complicated. OneDigital understands. We respond.
We act. We help.**

If you have a benefits related problem, OneDigital's **Advanced Resolution Team** will solve it. OneDigital is all about simplifying the health care journey- and fixing insurance snags, glitches and hold-ups of all types.

How OneDigital helps you:

- Facilitate enrollment changes in status including ID requests
- Coverage assistance
- Facilitate resolution on eligibility/billing issues
- Assist you with claims
- Locate in-network providers
- And much, much more



Advanced Resolution Team

Call: 877-762-7040

Email: art@onedigital.com

Monday through Friday 8am to 5pm (EST).

We are available by phone, email, fax, or online chat.



Package Overview & Contact Information

Botetourt County offers eligible employees a comprehensive benefit package that provides both financial stability and protection. Our offering provides flexibility for employees to design a package to meet their unique needs.

After you have enrolled in insurance coverage, you will receive additional information in the mail from the insurance carriers. This information will contain your personal identification cards. In the meantime, you can look up providers for your plans at the following web addresses:

Effective December 1, 2016:

- Medical benefit plans with MedCost
www.medcost.com
- Dental with Revolv
Benefitservices.Helpdesk@Corvestaservices.com
- Pharmacy with Kroger Pharmacy
www.kpp-rx.com
- Medical Travel Benefit with New World
Botetourt@newworldmedicalnetwork.com
- Employee Information- SPD's, forms, etc.
www.botetourtva.gov/insurance

