

Timeline for processing benefits

- **Within 7-14 days from the time you enrolled**, you and your dependent(s) will be actively enrolled with the corresponding benefits that you elected. If you'd like to contact our insurance benefit administrators to discuss in-network providers, refer to our [contacts page](#).

If you'd like to print a temporary card during this time, you can do so at the respective location:

- **Medical:** Call 1-866-876-1989 and provide your name and group number (found on [contacts page](#)) to get your Member ID number. Register at www.bcbsil.com/member with your Member ID number.
 - **Prescription:** Register at www.caremark.com.
 - **Dental:** Register at www.deltadentalins.com.
 - **Vision:** VSP does not issue ID cards. Tell your eye care provider that you have VSP, and they will handle the rest. If you want to use an in-network provide, follow the instructions [here](#).
- **Within 14-21 days from the time you enrolled**, you'll receive ID card(s) in the mail from our insurance benefit administrators, including medical, prescription and dental, as applicable.
 - Please note: Our insurance providers do not personalize ID cards for covered dependents, so all ID cards will be in the employee's name. If you need more ID cards for additional covered members, you can request it from the insurance provider directly.

Note: If you need to use insurance before your enrollment is active in the insurance benefit administrator's system, you may pay out-of-pocket and submit a paper claim to the insurance benefit administrator. Or, you may present the enrollment confirmation page to your provider, and ask the provider's office to hold off on sending claims to the insurance benefit administrator until you can confirm you are actively enrolled.

- You can find **claim forms** [here](#).

Access to the benefits and payroll site

You can access all of your benefits and payroll information at PublicisConnections.com. Be sure to visit this site for the latest updates and important announcements.

- **Frequently Asked Questions:** Get answers to your most common questions
- On the **Forms & Plan Documents**, you can find this (and more):
 - Claim forms
 - Summaries of benefits coverage and plans
 - Regulatory notices, such as the Summary Annual Reports (SARs)
 - W-4s

If you have any questions, please contact the benefits team at 1-800-933-3622 (weekdays, 8am - 8pm ET).