



**A Resource Guide When Working With Loomis CO**

**Policyholder Customer Service**

<b>Phone</b>	<b>Email</b>	<b>Online</b>
866-473-6615	benefits@loomisco.com	<a href="http://www.loomisco.com/healthxgateway/member/">http://www.loomisco.com/healthxgateway/member/</a>

**Policy drafts occur 3 business days before effective date**

**Physical ID cards delivered mailed 3 days after policy issued**

**One draft for multiple products unless products purchased on different dates**

**Welcome letters & policies are delivered via email**

**Member portal access up to 3 days after policy submission**

**Member portal provides access to:**

- Paperless option
- Benefits, claims, EOB and accumulators
- Forms and resources
- ID cards
- Support chat feature

**Claims**

<b>Fax</b>	<b>Mail</b>	<b>Online</b>	<b>Requirements</b>
610-374-6986	The Loomis Company Attn: Claims  P.O. Box 13668 Reading, PA 19612-3668	<a href="https://secure.healthx.com/loomiscompany">https://secure.healthx.com/loomiscompany</a>	Client must obtain HCFA/UB form or <i>itemized</i> medical bill confirming diagnosis, place of service, & procedure codes  Submission via fax, mail, or portal

**Terminations**

<b>Submit To</b>	<b>Requirements</b>
<b>Mail:</b> The Loomis Company Attn: Terminations P.O. Box 13668 Reading, PA 19612-3668  <b>Email:</b> cancel@loomisco.com	Written request including ID/group number & termination date submitted 13 days prior to effective date  Terminations can be requested by assigned agent