

CARRIER CONTACTS

Below is a list of important contacts for all of your employee benefits needs.

Benefits Helpline Hours of Operation: Monday through Friday, 8:30 am to 5:00 pm EST

BENEFITS/RESOURCES	CONTACT	PHONE NUMBER	WEBSITE/EMAIL
Bancroft Benefits Helpline	N/A	844-577-2616	cssteam@connerstrong.com
HR Benefits Department	Bancroft	N/A	benefits@bancroft.org
Medical	Imagine360	844-713-1097	https://mibenefits.imagine360.com
Prescription	Express Scripts	800-282-2881	www.express-scripts.com
Wellness Program	Wellworks	800-425-4657	www.wellworksforyoulogin.com
Telemedicine	Reкуро Health	844-715-1724	https://imagine360.com/care
Diabetes/Hypertension Management	Livongo	800-945-4355	www.join.livongo.com/register
HRA, FSA & Commuter Benefits	Flores & Associates	704-335-8211	www.Flores247.com
Vision	EyeMed	866-800-5457	www.eyemed.com
Dental	Delta Dental	800-452-9310	www.deltadentalnj.com
Life and AD&D	New York Life	888-842-4462	www.myNYLGBS.com
Employee Assistance Program	Carebridge	800-437-0911	www.myliferesource.com Register With Access Code: MRTXF
Tuition Assistance Program	KinderCare	888-525-2780	www.kindercare.com/employee-benefits/Bancroft
Accident, Critical Illness, Short-Term Disability	Aflac	800-433-3036	www.aflacatwork.com/enroll
Medical GAP Insurance	Colonial Life	856-983-9600	N/A
403(b) & IRA Retirement	Lincoln Financial	732-237-6799	www.LFG.com
Tuition Reimbursement	N/A	N/A	Submit via Bancroft Support Desk Portal
Instant Pay	Rain	424-369-7246	care@rain.us
Health Coordination Team	Sena Health	609-503-4706	hello@senahealth.com
Fulton Bank	Fulton Bank	856-787-6282	LMarett@FultonBank.com