

CONTACT GUIDE

OUR TEAM

For billing, eligibility, and enrollment questions please contact the team at Associated Industries Management Services (AIMS), your third party benefit administrator. To ensure your questions are answered as completely and quickly as possible please use the following means to contact our team.

EMAIL: aims@aiin.net • **CALL:** 800.274.5309 OR 509.326.6892 • **FAX:** 509.777.2690

Carol Schroeder, Controller/Benefit Services Lead

Joyce Anderson, Benefit Operations Administrator

Michelle Walczak, Benefit Operations Administrator

Amanda Krautkraemer, COBRA and Benefit Services Representative

CARRIER INFORMATION

For your convenience carriers and their contact information are listed below, please direct inquiries regarding providers, claims, benefits, and services to the appropriate carrier.

Delta Dental of Washington, dental insurance

CUSTOMER SERVICE:

800.554.1907 • www.deltadentalwa.com

9706 4th Avenue NE, Seattle, WA 98115

Magellan Health Services EAP,

employee assistance plan

CUSTOMER SERVICE:

800.450.7281 • www.magellanhealth.com

Asuris Northwest Health, medical insurance

CUSTOMER SERVICE:

1.888.370.6162 • www.Asuris.com

Regence Blueshield, medical insurance

CUSTOMER SERVICE:

1.888.370.6156 • www.Regence.com

Standard Insurance Company,

life, ad&d, and disability

CUSTOMER SERVICE:

800.848.5132 • www.standard.com

920 SW 6th Avenue, Portland, OR 97204

Vision Service Plan (VSP), vision insurance

CUSTOMER SERVICE:

800.877.7195 • www.vsp.com

600 University St, Suite 2004, Seattle, WA 98101

1206 N Lincoln St, Suite 200

Spokane, WA 99201-2559

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Associated Industries
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