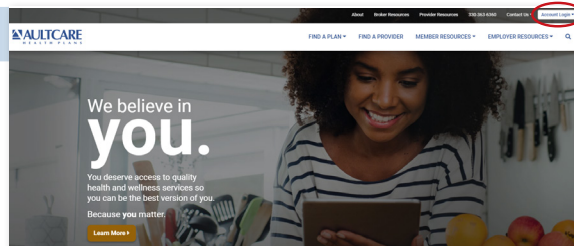


AULTCARE ONLINE CHAT

AultCare members can use the online chat service to conveniently receive efficient and knowledgeable customer service administered by our trained representatives. Monday through Friday from 8:30 am to 5:00 pm EST, representatives are available online to help with your healthcare related questions and concerns. Follow the steps below to learn how to access the tool.

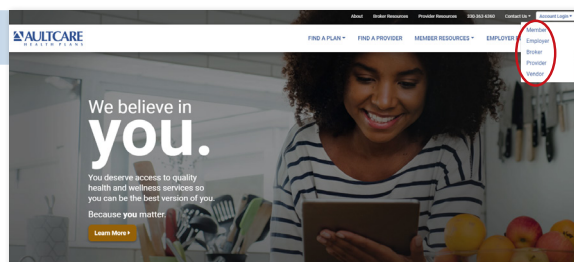
STEP 1

- » Visit www.aultcare.com.
- » Select the **Account Login** button on the homepage.



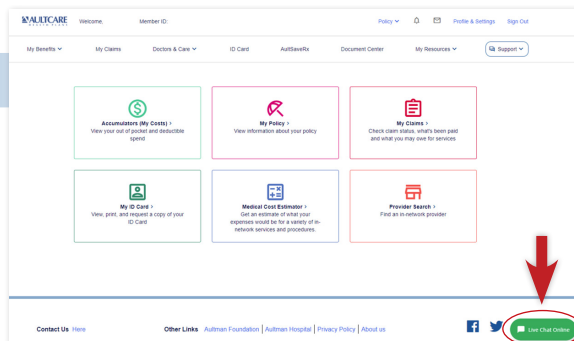
STEP 2

- » Based on your account type (**member, employer, provider, broker, or vendor**), select the corresponding login button from the drop down menu.



STEP 3

- » Once you have logged into your account, select the **Live Chat** button at the bottom of the page.



STEP 4

- » Once you select **Live Chat**, a box will appear for you to complete with required information. You can share your inquiry here.
- » You will be connected with an AultCare representative to help answer your healthcare questions and concerns.

A screenshot of the 'AultCare Live Chat' form. It contains the following fields:

- * What is your name?
- * Please enter your GROUP ID #
- * Please enter your MEMBER ID #
- * What is your email address?
- * How can we help you today?

CONTACT US
330-363-6360 | 1-800-344-8858 (TTY: 711)
www.aultcare.com

you
matter