



ANNOUNCEMENT

MEMBER SERVICES ENHANCEMENT

ELAP INTRODUCES A DEDICATED PHONE LINE FOR SPANISH SPEAKING MEMBERS

Dear Valued Client,

As we strive to provide an excellent experience for all of our members, we are proud to announce that ELAP will now offer a dedicated phone line for our Spanish speaking members.

Effective 2/14/17, ELAP's Member Services Department will have a designated queue for all Spanish speaking members. When a Plan Member calls the toll-free number, the system will prompt the member to select the Spanish option which will direct them to our dedicated bilingual representatives.



Member Services

1-800-977-7381

Monday-Friday, 9am-7pm EST

This new feature provides our Spanish speaking members with direct access to our bilingual service representatives.

Thank you for allowing us to serve you!

ELAP Services, LLC