

# SecurityHealth Plan<sup>SM</sup>

Attentive, World Class\* service from a local customer service team.

Members can reach a customer service agent by these methods:

- Telephone: 800-472-2363 / 715-221-9555 Mon.-Fri. 7 a.m. – 5 p.m.
- Email: [shpcsweb@securityhealth.org](mailto:shpcsweb@securityhealth.org)
- Live chat: through *My Security Health Plan* member portal or via the app Mon.-Fri. 8:00 a.m. – 4:30 p.m.
- Secure message: through *My Security Health Plan* member portal only; send a message 24/7 (Customer Service replies during business hours)
- Telephone Device for the Deaf (TDD) service: accessible through the Wisconsin Relay Service: TTY 711.

\*SQM World Class Customer Service designation, 2016, 2017, 2018, 2019, 2020, 2021



**BENEFIT SOLUTIONS**

*Wausau – Stevens Point – Spencer – WI Rapids – Medford*

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