

A blurred background image of a call center with several agents wearing headsets.


# WHAT IF I NEED HELP?

# Benefitbay Support Team – During Open Enrollment



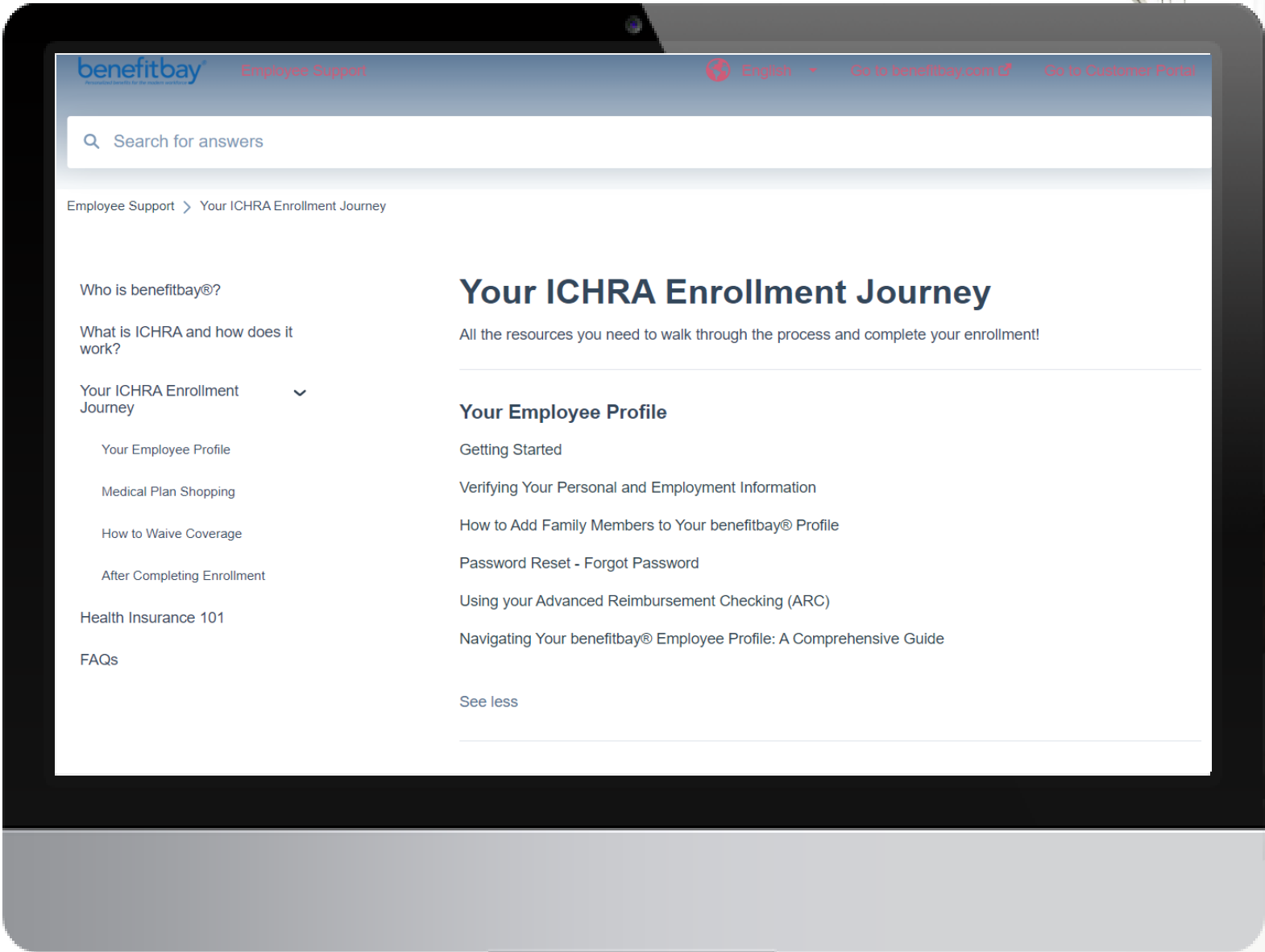
- Benefitbay Support team will assist with enrollment help via the chat feature.
- Support will substantiate coverage to ensure plan is ACA qualified.
- Support confirms plan selection in Benefitbay.
- Support team can assist Employees in setting up an account with their carrier and auto-payments

## Three Ways To Access Benefitbay Support

- Email support at [support@benefitbay.com](mailto:support@benefitbay.com)
- Access [the](#)  icon in Benefitbay to chat with a support member.
- Schedule a 1:1 meeting through the benefitbay site and speak directly with an advisor.



# Benefitbay – Employee Knowledge Base



Link to:  
[Employee knowledge base](#)

