

Employee Services

Service Level Agreements

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| General Questions | 24 – 48 Hours |
| Employee Verification | 5 – 7 Days |
| Health Benefit Termination Letter | 5 – 7 Days |
| Tax Changes | Within 30 Days |
| Name & Address Changes | 1 – 2 Weeks |
| Leave | 2 – 3 Weeks |
| Tuition | 3 – 4 Weeks |
| PTO Issues | Varies case by case: research required for proper resolve |

Email: employee_services@lifebridgehealth.org

Hours: Monday – Friday, 8:30 a.m. – 5:00 p.m.

Phone: 410-601-8000

Fax: 410-601-8001

**Specific medical plan questions should be directed to
Meghan Tew, our QualCare representative:**

mtew@qualcareinc.com

Please visit My Mobile Wallet Card for LifeBridge:

www.mymobilewalletcard.com/lifebridge/

This is a great online resource to learn more about the following areas:

Medical | Health Savings Account (HSA) | Prescription Drug | Dental | Vision – Carroll | Disability | FMLA | Life Insurance | Flex Spending Accounts | Employee Assistance Program (EAP) | Pre-paid Legal Services – Carroll | Retirement Savings Plan | Credit Union | Company Resources



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Caring For Our Communities Together.