

# Dickerson General Agency Service Team



[www.dickerson-group.com](http://www.dickerson-group.com)

## AGENT CUSTOMER SERVICE

[customerservice@dickerson-group.com](mailto:customerservice@dickerson-group.com) phone: 323-796-3005 fax: 323-805-2909

**Dickerson manages a new group's 60-day installation/onboarding in addition to the following ongoing services:**

- **New Hires:** Email or fax the application and include the group number, date of birth, date of hire and the requested effective date on the application/email to ensure the correct effective date is given. Also, complete the waiver section if not enrolling dependents.
- **Requesting ID Cards:** Email or fax the name, group number, current address, and social security or ID number of the primary enrollee, along with a note to request a card. Including the current address ensures that the carrier has the correct address on file.
- **Requesting to Terminate an Employee:** Email or fax your request on the carrier form.
- **Wrong Billing:** (e.g., terminated employee shows on billing) Email or fax the group number, the billing month, with a copy of the bill (if available), and write a brief explanation indicating why the billing is incorrect.  
If a wrong billing is due to a terminated employee on the billing: in addition to above, please include the terminated employee's name and social security or ID number.
- **Claim Paid By Carrier, but Paid Incorrectly:** Email or fax the subscriber's name, social security and/or ID number, name of claimant, group number, the reason for inquiry and include all applicable bills, receipts and the Explanation of Benefits (EOB) - which is sent to the member by the carrier.
- **Claims Not Yet Submitted to the Carrier:** Member should contact the provider to request that the claim be sent to the carrier. Member should then contact the carrier at the number listed on the member's ID card, to see if the claim has been received by the Claims Department. Once confirmed that the carrier has received the claim, the member should then contact the carrier in 3-4 weeks from the date of receipt to confirm that the claim has been processed.
- **Miscellaneous Service Issues Not Covered Above:** Please contact Dickerson Customer Service at 323-796-3005.

## INDIVIDUAL

[individual@dickerson-group.com](mailto:individual@dickerson-group.com)

efax: 323-805-2901

Broker Development: Nathan Lacroix

phone: 800-457-6116 x201

- **Agent Appointment:** Please contact Nathan to start the appointment process with L.A. Care, Molina Healthcare, and other carriers to earn full commission for writing individual policies in Covered California and off-exchange. See [www.dickerson-group.com/individual-appointments](http://www.dickerson-group.com/individual-appointments).
- **Agent Commission:** Brokers with questions about outstanding commissions should contact [individual@dickerson-group.com](mailto:individual@dickerson-group.com)
- **Dickerson Individual Market:** Get appointed to quote and sell more with supplemental plans for every budget. [www.dickerson-group.com/individual](http://www.dickerson-group.com/individual)

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## QUOTING FOR NEW BUSINESS

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[quotes@dickerson-group.com](mailto:quotes@dickerson-group.com) • phone: 323-805-2905 • fax: 323-805-2905

- Run a quote at any time on our state-of-the-art quoting systems powered by HealthConnect. Please contact [quotes@dickerson-group.com](mailto:quotes@dickerson-group.com) to register for a login and password if you are not a current Dickerson HealthConnect user.
- **Let Us Quote for You:** visit our website at [www.dickerson-group.com](http://www.dickerson-group.com) and click on “Quoting Tools.” Under “Important Forms” (right hand menu) choose the “Census Form” that best applies. Download and complete the form before submitting. Most quotes are completed and sent directly to you via email or in a presentation-ready booklet in 24 hours or less.
- Make sure to include the accurate company ZIP Code, as rates are being quoted based on the company’s ZIP Code. Also include the following information: dependents’ dates of birth and ZIP Code (if different from that of the subscriber).

## AGENT RENEWAL SUPPORT

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[renewals@dickerson-group.com](mailto:renewals@dickerson-group.com) • phone and fax: 323-671-2276

- Copies of Renewals and Renewal Quotes
- Plan/Product Consultation
- Meeting Support

## BENEFITS QUESTIONS

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- Visit [www.dickerson-group.com/benefit-summaries](http://www.dickerson-group.com/benefit-summaries) for carrier forms, plan summaries and SBCs (Summary of Benefits and Coverage).

## TEAM LEADERSHIP

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Wendee Larson  
VP of Operations

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Mark Castillo  
Director of Operations

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Tamar Arouchian  
Executive VP of Sales

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