Redbridge®

DIRECTORY

R E S T OF THE WORLD FOR CLIENTS

Customer Service
TRAVELCUSTOMERSERVICE@REDBRIDGE.CC

- **General inquiries** / traveler coverage
- Changes to **issued certificates** (Modifications to dates of birth, travel dates, names)
- Coverage **extensions**
- Certificate **cancellations**
- **Assistance** with portal usage

TAT **24 - 72**
OFFICE HOURS

Medical Coordination & Assitance
SERVICE@REDBRIDGEASSIST.COM

- Pre-certification request
- Medical **emergency notification**
- Travel assistance request
- Telephone medical guidance **(Telemedicine)**
- House call request
- **Funeral assistance** coordination

TAT **24 - 72**
BUSINESS HOURS BASED ON NEED

Quotes
TRAVELQUOTES@REDBRIDGE.CC

- Group quotes
- Individual quotes
- Proposal creation for corporate groups

TAT **24 - 48**
OFFICE HOURS

Claims
TRAVELCLAIMS@REDBRIDGE.CC

- Submission of reimbursement claims and proof of payment
- Verification of receipt of claim documents
- Processing reimbursement claim payments

TAT **24 - 48**
HOURS FOR ACKNOWLEDGMENT OF RECEIPT

Claim Status
TRAVELCLAIMSTATUS@REDBRIDGE.CC

- Claim Status
- Re-evaluations – Appeals

TAT **24 - 48**
OFFICE HOURS

Redbridge®

www.redbridgeassist.com

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