



Dear Team Member,

Allegiance Benefit Plan Management, Inc is the claims administrator for your PT Medical Plan through Universal Orlando Here at Allegiance, we strive to provide unsurpassed, quality customer service. You have our commitment that we will respond to your benefit and claim needs in a timely manner and we will make the transition over to us as seamless as possible.

Replacement ID cards

You should be receiving your new Identification card (ID card) shortly. In order to minimize any delay in processing your claims, we ask that you present your card to all your providers and your pharmacy so that they can update their file for claims submission for all claims.

Who can answer my Questions?

Please don't hesitate to call us with any questions at **1-800-877-1122**. We offer a variety of tools to assist you with any questions you may have regarding your benefits or claims. You also have the option of getting additional information from our website at www.askallegiance.com/UO. This website allows you to view current eligibility, to print your Explanations of Benefits (EOBs) or commonly used forms, to locate benefit coverage and to locate providers. Please see your Welcome Booklet for instructions on how to sign up for online access to your information.

Please don't hesitate to call us if you have any questions or need assistance at **1-800-877-1122**. Our business hours are Monday–Friday 10 am to 7 pm EST, but our Customer Service Team has extended hours from 8 am – 8 pm EST.

Sincerely,

Allegiance Benefit Plan Management, Inc.