

How to get help

Important contact information for your Life and Disability plans

Questions about...	Contact	Phone/fax/email	Address/hours of operation (M-F)
List Bill Billing, account inquiries, enrollment, member changes	List Bill Administration services	Email: AL-E&BSupport@standard.com If you are located in CT, GA, ME, NH, NY, or VA: Phone: 1-866-551-0326 Fax: 1-614-433-8302 If you are located in IN, KY, MO, OH, or WI: Phone: 1-866-551-0315 Fax: 1-614-433-8302 If you are located in CA, CO, or NV: Phone: 1-866-594-0516 Fax: 1-614-433-8302	All states: Anthem Life Group Administration Service Center P.O. Box 2753 Portland, OR 97208-9830 Hours for CT, GA, IN, KY, ME, MO, NH, NY, OH, WI, VA: 8 a.m. to 5:30 p.m., EST. Hours for CA, CO, NV: 8 a.m. to 5:30 p.m., EST.
Self Bill Payment and account inquiries	Self Bill Administration services	Email: AL-SelfBillSupport@standard.com	Payment and account inquiries
List Bill Online premium payments	MyOnlineBill® administration team	Phone: 1-866-792-0065 Email: AL-AdminPortalSupp@standard.com	Hours: 8 a.m. to 5:30 p.m., EST.
List Bill Compassi Online employer self-service	Compassi help desk	Phone: 1-866-792-0065 Email: AL-AdminPortalSupp@standard.com	Hours: 8 a.m. to 5:30 p.m., EST.
Evidence of insurability (EOI)	EOI/Medical Evidence Underwriting team	Phone: 1-844-594-6183 Fax: 1-614-880-3529 Email: AL-MedicalUnderwriting@standard.com	Medical Evidence Underwriting P.O. Box 2753 Portland, OR 97208-9830 Hours: 8 a.m. to 8 p.m., EST.
Life insurance claims	Life claims team	Phone: 1-800-552-2137 Fax: 1-877-305-3901 Email: AL-Claims@standard.com	Life Claims Service Center P.O. Box 2717 Portland, OR 97208-9830 Hours: 8 a.m. to 8 p.m., EST.
Disability insurance claims	Disability claims team	Phone: 1-800-232-0113 Fax: 1-800-850-0017 Email: AL-Claims@standard.com	Disability Claims Service Center P.O. Box 2717 Portland, OR 97208-9830 Hours: 8 a.m. to 8 p.m., EST.

Life insurance conversion and portability	Group conversion/ portability service team	Phone: 1-800-801-6142 Fax: 1-614-433-8316 Email: AL-LDConversion@standard.com	Group Conversion Service Team P.O. Box 2753 Portland, OR 97208-9830 Hours: 8 a.m. to 4:30 p.m., EST.
EDI file feeds, EDI implementation	Electronic enrollment team	AL-ElectronicEnrollment@standard.com	Hours: 8 a.m. to 5 p.m., EST.