

# Guardian Benefit Contact and Resource Page

**Customer Response Unit – Employer Contacts -First Resource for service**

**cru@glic.com**

**1-800-627-4200**

- Billing
- Eligibility
- Benefit questions
- Ordering ID cards
- Guardian Anytime Assistance
- Commission questions
- Hours of operation: 7 a.m. – 5:30 p.m. (CST – Monday thru Friday)

**www.guardiananytime.com – Visit our website to locate providers**

**Guardian Anytime - Guardian's Online Administration – www.guardiananytime.com**

- View, download, print and view client bills
- View certificates and EOI status
- Broker Access to commission information (broker portal only)
- Access to view clients eligibility
- View, print and e-mail customized enrollment materials
- Webtour for employers: [guardiananytimetour.com](http://guardiananytimetour.com)

## Processing New Hires and Terminations

Processing terminations and additions should be done thru Guardian Anytime

Otherwise fully completed Guardian applications (including hours worked -weekly) should be e-mailed to:  
Appletonbilling@glic.com (fax: 920-749-5250 – keep fax transmittal)  
(please allow 5-7 business days – a confirmation will not be given – incomplete applications will be pended)

## Billing

Address to remit monthly premium (after binder check): Guardian, P.O. Box 677458 Dallas, Texas 75267-7458  
Who do I call with billing questions? Please call Guardian's Customer Response Unit at: 1-800-627-4200

## Life Claims

Guardian Life Insurance Company of America  
P. O. Box 26035 Lehigh Valley, PA 18002-6035  
1-800-525-4542  
[Group\\_life\\_claims@glic.com](mailto:Group_life_claims@glic.com)

## Flex Plan

1-866-359-4542  
[Flexplan@glic.com](mailto:Flexplan@glic.com)

## Portability & Conversion

Plans ending with 0-1: Kelly Van Dera 920-749-5696  
Plans ending with 2-6: Janice Jenkins 920-749-5202  
Plans ending with 7-9: Mary Jo Fletcher 920-749-5698

## Dental Claims and Network Providers

Guardian Life Insurance Company of America  
P. O. Box 2459 Spokane, Washington 99210-2459  
1-800-541-7846 Fax 509-468-4590  
Pre-determination Fax 509-465-3404 (please follow up after 2 business days)

## Dental DHMO – MDG/Prepaid

Managed Dental Guard  
MDG Member Services Department  
6200 Canoga Avenue, Suite 100, Woodland Hills, California 91367  
1-888-618-2016 Fax 818-347-7302

## Vision Network Providers

- Benefits
- Out of Network Claims

Vision Service Plan (VSP)  
P. O. Box 997100, Sacramento, CA 95899-7100  
1-800-877-7195 [www.vsp.com](http://www.vsp.com)

Davis Vision, Vision Care Processing Unit  
P.O. Box 1525, Latham, NY 12110  
1-877-393-7363 [www.davisvision.com](http://www.davisvision.com)

## STD Disability Claims

Guardian Life Insurance Company of America  
P. O. Box 26160 Lehigh Valley, PA 18002-6160  
1-800-268-2525  
[Group\\_std\\_claims@glic.com](mailto:Group_std_claims@glic.com)

## LTD Disability Claims

Guardian Life Insurance Company of America  
P. O. Box 26025 Lehigh Valley, PA 18002-6025  
1-800-538-4583  
[Group\\_ltd\\_claims@glic.com](mailto:Group_ltd_claims@glic.com)

