

Employee Benefits Advanced Advocacy Program (AAP)

Our Claims Consultants Are Here to Help

As a valued employee enrolled in employer-sponsored benefits, you have access to MMA's Employee Benefits Advanced Advocacy Program. This program provides you with a team of consultants dedicated to helping you navigate the complex world of healthcare.

Our consultants are ready to assist you with questions, inquiries or issues you encounter when utilizing the benefits you're enrolled in, including (but not limited to):

- Questions or inquiries regarding bills you receive from providers
- Explanation on how benefits applied / claims processed
- Denied claims and assistance with filing appeals and grievances
- Navigating member portals and locating claims information
- Finding in-network care
- Medical and Rx, Dental, Vision, Disability, and Life claim assistance
- Analyze claims for discrepancies and coding errors
- Prior authorization and pre-certification process
- Assistance with managing claims for chronic or critical conditions
- Expert advocacy and guidance
- General questions related to HRAs, FSAs and HSAs
- Open enrollment and new hire benefit questions

**No additional
charge to you
or your family**

How to Reach Us

Consultants are available to assist you Monday through Friday from 7 a.m. to 5 p.m. CST / 8 a.m. to 6 p.m. EST.

- MWIL.ClaimsEB-AAP@MarshMMA.com
- (847) 598-8715

A Marsh business



Learn more

MarshMMAMidwest.com

This document is not intended to be taken as advice regarding any individual situation and should not be relied upon as such. Marsh & McLennan Agency LLC shall have no obligation to update this publication and shall have no liability to you or any other party arising out of this publication or any matter contained herein. Any statements concerning actuarial, tax, accounting or legal matters are based solely on our experience as consultants and are not to be relied upon as actuarial, accounting, tax or legal advice, for which you should consult your own professional advisors. Any modeling analytics or projections are subject to inherent uncertainty and the analysis could be materially affected if any underlying assumptions, conditions, information or factors are inaccurate or incomplete or should change. d/b/a in California as Marsh & McLennan Insurance Agency LLC; CA Insurance Lic: 0H18131. Copyright © 2026 Marsh & McLennan Agency LLC. All rights reserved. MarshMMA.com