



## **Retirees Age 65 and Over - Problem Resolution**

If you have questions about reimbursements, claims or plan coverage, these are the steps you should follow:

**Step 1: Call Gallagher HealthInvest for claims and stipend balances 1-844-342-5505.**

**Step 2: Call Alternative Health Solutions (a Gallagher Company) for enrollment at 1-855-662-0681.**

**Step 3: If two business (48hours) days have passed with no return call or resolution, call:**

**SRNS Service Center 803-725-7772 or 800-368-7333**

(Note that the SRNS Service Center does not have access to your enrollment data with Alternative Health Solutions, nor to your claims with Gallagher HealthInvest.)

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