



ASPIRANT

Aspirant Member Services Ticketing System Kentucky Wesleyan College FAQ Sheet

Q: How can I contact Aspirant Member Services non-telephonically?

A: Members can contact the Aspirant Member Services team through the dedicated ticketing system by submitting an email to KWCmemberticket@aspirant.us.

Q: What issues can I send through this ticketing system?

A: Any issues that you would call in to Member Services for can be addressed via the ticketing system. This includes questions regarding benefits, eligibility, claims, FSA, etc.

Q: What information should I include in my request?

A: Please include your full name and member ID, or the name and member ID of the member that you are inquiring about. In addition, please include as much detail as possible regarding your inquiry.

**To note, Aspirant requires HIPAA authorization to be on file in order to discuss private health information on all dependents over the age of 18. If we do not have adequate HIPAA authorization on file, you will receive a response with the required form to be completed and sent back before inquiry can be addressed.*

Q: How will I receive a response?

A: A response will be sent to you via email at the address with which you submitted the request.

Q: What is the turnaround time for response?

A: Members will receive a response within 1 business hour, Monday-Friday 8:00am-4:30pm. If the question cannot be answered or the issue is not resolved within that period, a representative will notify you that your request has been received and is being investigated.

On Behalf of Aspirant, we look forward to servicing you and your dependents!