
Health Advocate Team

PIBT Health Advocates are dedicated to assisting with any benefit related needs including eligibility , prescription questions, claims, benefits questions, and any other concerns you may have.

- **Call:** 1-800-449-4898 or 323-728-9500
- **Fax:** 323-284-2423
- **Email:** pibt@pibt.org

Business Hours (all time Pacific Standard Time)

- **Monday - Thursday** 8:30 a.m. to 5 p.m.
- **Friday** - 8:30 a.m. to 4 p.m.

PIBT Website and Portal Resources

- **Call:** 1-800-449-4898 or 323-728-9500
- **Email:** onlinehelpdesk@pibt.org

PIBT Portal (www.pibt.org/login.aspx)

- Register at: www.pibt.org/EmployerRegistration
- Download PIBT employee enrollment form
- Pay monthly invoice
- Monthly invoice download
- Complete Employee enrollments, terminations, and open enrollment changes
- Renew annual Participation Agreement
- Securely upload directly to PIBT's Employee Benefits Department
- Employee benefits and coverage details

PIBT website (www.pibt.org)

- Download Termination Forms, Change Notice, or Address Changes
- Download/View Benefit Summaries
- Download/View Summary of Benefits and Coverage, Evidence of coverage, etc.
- Download/View additional documentation for benefit purposes

Frequently Asked Questions

Q: Can employees enroll at any time?

A: No. They must enroll at initial eligibility following their waiting period, during open enrollment, or after a qualifying life event.

Q: Can employees cancel coverage mid-year?

A: Not unless they have a qualifying life event. If premiums are deducted pre-tax, IRS rules prohibit mid-year cancellations.

Q: Where can I find enrollment forms?

A: Employers can download forms from the PIBT portal under the **Company Documents** section. If you are not registered for portal access, contact your PIBT Health Advocate.

Q: How do employees cancel coverage?

A: Employers must submit the proper form to decline coverage within **30 days** from the event date. Retroactive cancellations are not allowed.

Q: When will employees receive insurance cards?

A: First-time enrollees and those switching plans will receive new cards within 7-14 business days after enrollment form is processed.

Q: What is the PIBT Portal?

A: The PIBT portal is an available tool for managing day-to-day administration. The portal can be found on the PIBT website at www.pibt.org/login.aspx

Have more questions or need more information? Call us! We are here to assist you!