



Customer Service for Members: Web, Email, Fax or Phone

BY WEB: www.GuardianAnytime.com

Access information about your Guardian benefits instantly

Guardian is proud to offer members Guardian Anytime®, our secure benefits website available to you to access helpful, secure information about your Guardian benefits instantly.

Immediate access! Register in minutes at www.GuardianAnytime.com

- Check the status of a claim
- Review information about your Guardian employee benefits*
- Find a specific provider or get a listing of providers serving your plans**
- Estimate your dental care costs & get tips for a healthy smile***
- Print forms...and more

BY PHONE (800-541-7846): Guardian's self-service Interactive Voice Response (IVR) provides access to information quickly and easily

You can obtain:

- Claim Status
- Faxed benefit statements:
 - #1 for member
 - #1 Dental, #2 Vision, #3 Accident, #4 Cancer
 - #1 for benefits
 - 9 digit member ID number. (usually your social security number)
 - 6 digit group number
 - Date of birth (mm/dd/ccyy format)
 - #1 to receive a fax benefit statement
 - Fax number

If you prefer to speak with a Customer Response Unit specialist, it's easy to opt out of the IVR and obtain information on:

- Claims inquiries and Plan information (benefits and contract provisions and more)
- Using the Guardian Anytime website
- Hours **for IVR:** 24 hours a day/7 days a week. Hours **for Live Representative** based on department.

SUBMIT A CLAIM:

Benefit	Address	City / State / Zip	Phone	Fax
Dental PPO	Guardian P.O. Box 981572	El Paso, TX 79998-1572	800-541-7846	509-465-3404
Managed Dental Care MDC	Guardian P.O. Box 981571	El Paso, TX 79998-1571	800-273-3330	n/a
Managed Dental Care:MDG/Guardian	Guardian P.O. Box 981571	El Paso, TX 79998-1571	888-618-2016	n/a
Dental PPO: FCW	Guardian P.O. Box 981572	El Paso, TX 79998-1572	866-302-4542	509-468-6393
Managed Dental Care: FCW	Guardian P.O. Box 981571	El Paso, TX 79998-1571	866-494-4542	509-468-4590
Long-Term Disability	Guardian P.O. Box 14333	Lexington, KY 40512	800-538-4583	610-807-8221
Short-Term Disability	Guardian P.O. Box 14331	Lexington, KY 40512	800-268-2525	610-807-8270
State Mandate Disability	Guardian P.O. Box 14332	Lexington, KY 40512	800-268-2525	610-807-2953
Life Claims	Guardian P.O. Box 14334	Lexington, KY 40512	800-525-4542	610-807-8266
Vision: VSP	Vision Service Plan			
	P.O. Box 997105	Sacramento, CA 95899	800-877-7195	916-858-4985
Vision: Davis	Vision Care Processing			
	P.O. Box 1525	Latham, NY 12110	877-393-7363	n/a
Vision: Guardian Vision	Vision Claims Department			
	P.O. Box 38300	Phoenix, AZ 85069-8300	844-557-2646	n/a
Hospital Indemnity	Guardian P.O. Box 14752	Lexington, KY 40512	800-268-2525	920-749-6417
Accident	Guardian P.O. Box 14315	Lexington, KY 40512	800-541-7846	920-749-6299
Critical Illness	Guardian P.O. Box 14334	Lexington, KY 40512	800-268-2525	610-807-2999
Cancer	Guardian P.O. Box 14317	Lexington, KY 40512	800-541-7846	920-749-6275

*Not available to members of Guardian Managed Dental Care plans **Available if employer is offering Guardian dental, medical or vision coverage.

***Available if employer is offering Guardian dental coverage