

Insurance Frequently Asked Questions

As of Sept. 30, 2016, members will view and make changes to their coverage through the MyBenefits website at mybenefits.illinois.gov ^[1]. Members will access this website by using the ID assigned by the Department of Central Management Services. If a member does not have their ID and wishes to log in, they will be able to retrieve it through the website's self-authentication process. Members will also have the option to call a State of Illinois Group Insurance customer service representative for further assistance or to enroll over the phone, Monday ? Friday 8:00 a.m. ? 6:00 p.m. CST, toll free at 1-844-251-1777 or TTY toll free at 1-844-251-1778.

Access to Frequently Asked Questions

- Log into [MyBenefits](#) ^[2]
- Select your insurance group
- Click on "Provider Directories and Helpful Information"
- Once here you will have access to a variety of helpful topics including their FAQs

Source URL: <https://www.surs.org/insurance-frequently-asked-questions>

Links

[1] <http://mybenefits.illinois.gov>

[2] <https://mybenefits.illinois.gov/>