

Do You Have Benefit Questions?



The NFP Benefits Support Team Can Assist You

Resolving Your Issue

STEP 1: Contact member services directly for any medical, dental or vision related concerns. The phone number is on the back of your ID card.

Complex Claim or Lack of Progress?

STEP 2: Contact the Benefits Support Team.

TIP: Be sure to have the following information ready when calling or emailing:

- Copy of your Explanation of Benefits (EOB)
- Member ID Number
- Claim Date of Service, Provider Name

You must be registered on your carrier's website to obtain a copy of your EOB and more:

- View Benefit Details
- Search providers
- View Claims
- ID Card Issues

The Benefits Support Team Can Assist You With:

- General Benefit Questions
- Escalated Claim Resolution

Please Reach Us At:

 SwarthmoreBenefits@nfp.com

 1 (877) 410-2011

Monday – Friday, 8:00am – 5:00pm, EST

If a voice message is left, a representative will return your call within 24-48 hours.

(Please note, calls will only be returned on weekdays.)

Registering with Ibxpress



1. Go to IBX.com
2. Hover over "Log In or Register" in the top right corner, click "Register" to create your member portal.
3. Select a Username & Password. *Please note that only you and IBC will have this information—neither your employer nor NFP will have access. Please save your information in a safe place.*

