

# CONTACT GUIDE

## OUR TEAM

For billing, eligibility, and enrollment questions please contact the team at Associated Industries Management Services (AIMS), your third party benefit administrator. To ensure your questions are answered as completely and quickly as possible please use the following means to contact our team.

EMAIL: [aims@aiin.net](mailto:aims@aiin.net) • CALL: 800.274.5309 OR 509.326.6892 • FAX: 509.777.2690

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Deb Brady, Director

Joyce Anderson, Benefit Operations Administrator

Michelle Walczak, Benefit Operations Administrator

Maureen Smith, Benefit Services Representative

Amanda Krautkraemer, COBRA and Benefit Services Representative

Teri Weisbeck, Benefit Services Representative

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## CARRIER INFORMATION

For your convenience carriers and their contact information are listed below, please direct inquiries regarding providers, claims, benefits, and services to the appropriate carrier.

**Delta Dental of Washington**, dental insurance

CUSTOMER SERVICE:

800.554.1907 • [www.deltadentalwa.com](http://www.deltadentalwa.com)

9706 4<sup>th</sup> Avenue NE, Seattle, WA 98115

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**Magellan Health Services EAP**, employee assistance plan

CUSTOMER SERVICE:

800.450.7281 • [www.magellanhealth.com](http://www.magellanhealth.com)

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**MODA Health**, medical insurance

MEDICAL CUSTOMER SERVICE:

855.294.1668

PHARMACY CUSTOMER SERVICE:

855.294.1669

[www.modahealth.com](http://www.modahealth.com)

601 SW Second Avenue, Portland, OR 97204-3156

**Standard Insurance Company**, life and disability benefits

CUSTOMER SERVICE:

800.848.5132 • [www.standard.com](http://www.standard.com)

920 SW 6th Avenue, Portland, OR 97204

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**Vision Service Plan (VSP)**, vision insurance

CUSTOMER SERVICE:

800.877.7195 • [www.vsp.com](http://www.vsp.com)

600 University St, Suite 2004, Seattle, WA 98101

1206 N Lincoln St, Suite 200  
Spokane, WA 99201-2559

TOLL FREE • 800.274.5309

LOCAL • 509.326.6892

FAX • 509.777.2690

[aimstpa.com](http://aimstpa.com)

