

# Why should you request email addresses from your employees that have a TRICARE Supplemental Insurance Plan?

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## Benefits for the Employee

By providing an email address, the employee will receive our new insured welcome email series. This series includes a digital temporary ID card received within 48 hours after the employee's information is added to our policy management system, along with information on claims, FAQs, and our eService platform. These emails equip employees with the information they need to quickly and efficiently make the most of their TRICARE Supplement benefits.

## Benefits for the Employer

When we need to contact an insured regarding their coverage, having an email address on file allows us to reach them quickly without involving the employer. Relying on the employer for contact information delays communication with the insured and creates an unnecessary burden, as the employer must locate and provide information that could have been collected during the implementation process. These delays can create friction between the employer, employee, and SelmanCo, underscoring the importance of streamlined and efficient communication.

## How to Send Email Addresses to SelmanCo

When filling out the 834 file, please provide employee email addresses within the Other Phone field. Within the 834 file format, there isn't a field for email addresses specifically.



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