

Questions? Welcome. Member Advocates are here to help.

Our Member Advocates (AKA real humans) get you the answers you need. From clearing up provider billing to researching the finer details your benefits coverage, our experts can get you what you need.

You can reach out with a question in a few ways:



Reminder

You'll need to be registered to sign in to the app or website.

1

Send secure messages

Keep your health benefits questions safe and in one spot when you use secure messages your account.

Find messages on the **Collective Health app** or by signing in at **my.collective.com**.

2

Chat online

Have something a little more urgent? Use our chat to get answers fast.

Sign in at **my.collective.com** to start chatting.

3

Give us a ring

Prefer things the old fashioned way? We've got team members waiting by the phone for you.

Call us at **844-803-0209**, from Monday through Saturday, 4:00 AM - 6:00 PM PT.