

OneDigital Advocate Services

We stand as one with our customers, our partners and each other. Our team is committed to doing everything we can to help your employees become more educated about their benefits and leave feeling more confident and happier.

West Advocacy Team

Client Advocate

Email: Advocacy@onedigital.com

Our Advocacy inbox is managed by two full-time Advocates with a combined 17 years of experience with oversight provided by Samantha Menges, the manager of the Advocacy department. This team has provided valuable employee-facing support for large and national companies. They work alongside the Benefits Consultant and Account Manager to ensure employees make enrollment decisions that boost their physical well-being, mental health, and overall job satisfaction by understanding how the plans work.

The Advocacy inbox email is the direct contact for employees.

Services include:

- Benefit and eligibility questions
- Finding providers
- ID card requests
- Claims and referral assistance
- Guidance to understanding how the insurance plan works.

This team is passionate about providing the highest level of service and exceeding expectations with efficiency and reliability. They lead the way in problem-solving with their interpersonal skills and dedication to excellence.