

## How to Access Your Benefits

Accessing your Identity Theft Program is easy. Simply call The Holman Group at **(800) 321-2843** between the hours of 7:30 am and 5:00 pm PST to speak with a qualified intake specialist who will assist you with your needs.

Each member can also access this benefit through the "Members" section of Holman's website at [www.holmangroup.com](http://www.holmangroup.com) using your company username and member password. Click on "See My Plan" to find information for the Identity Theft Program, as well as the other exciting benefits available to you by using your Employee Assistance Program. Through the website you can also email various departments at Holman. Please contact us to request your username and member password.



**Fraud Resolution Specialists™ are here to help you get back on track...**

**IMPORTANT:** You can get an interpreter at no cost to talk to your doctor or Health Insurance Company. To get an interpreter or to ask about written information in (your language), first call your insurance company's phone number at 1-800-321-2843. Someone who speaks (your language) can help you. Someone who speaks Spanish can help you. If you need additional help, call the HMO Help Center at 1-888-466-2219.

**IMPORTANTE:** Puede obtener la ayuda de un intérprete sin costo alguno para hablar con su médico o con su plan de salud. Para obtener la ayuda de un intérprete o preguntar sobre información escrita en español, primero llame al número de teléfono de su plan de salud al 1-800-321-2843. Alguien que habla español puede ayudarle. Si necesita ayuda adicional, llame al Centro de ayuda de HMO al 1-888-466-2219.



**Holman Family  
Counseling Inc.**  
Managed Behavioral Healthcare Services

**For Confidential Assistance, Questions or  
Comments, Please Call**

**(800) 321-2843**

**or Visit us Online at**

**[www.holmangroup.com](http://www.holmangroup.com)**

*All information and referrals received by Holman's Identity Theft Program should be verified. All final decisions on the appropriateness of information, the quality of service, or the qualifications of a service provider must be made by the individual and are not the responsibility of Holman.*



**Holman  
Family  
Counseling  
Inc.**  
Managed Behavioral Healthcare Services

# Identity Theft Program

*How to Access Your  
Identity Theft Program*



## Core Identity Theft Benefits\*

The Holman Group, in partnership with CLC, is happy to provide a new Fraud Resolution Program™ which is an affordable and expedient process that assists employees/members at the inception of a fraud related emergency. This service:

- ♦ Provides members with a 60-minute free consultation with a highly trained Fraud Resolution Specialist™ (FRS) and conducts eight emergency response activities.
- ♦ Assists members with restoring their identity and good credit.
- ♦ Provides members with a free "ID Theft Emergency Response Kit™."
- ♦ Assists with the costly steps to dispute fraudulent debts, as a result of ID theft.
- ♦ Follows-up with the member and monitors the Fraud Resolution progress.
- ♦ Counsels and provides a list of the "Preventative Steps" necessary to help in an effort to avoid future ID theft losses and damages to the employees/members' credit reputation.

**A Fraud Resolution Specialist™  
is just a phone call away.  
Call (800) 321-2843.**

## ID Theft Emergency Response Protocol™

### How It Works

The **Fraud Resolution Program™** is a confidential and easily accessible service that provides an administrative structure for dealing quickly with Identity Theft. By simply contacting Holman Fraizer, you will receive a *free 60 Minute Consultation* with a trained and experienced Fraud Resolution Specialist™ (FRS).

When an employee/member contacts a FRS and informs the FRS of an Identity Theft event, the FRS will conduct the following eight emergency response activities:

- 1) Provide the member with a Uniform ID Theft Affidavit, answer any questions with regards to completing the affidavit and counsel the member on submitting the affidavit to the proper authorities, credit bureaus and creditors.
- 2) Furnish the member with separate fraudulent account statements for itemizing each fraudulent occurrence and advising the members on where to submit the statements.
- 3) Direct the member on where to report the fraudulent activity and how to notify the local and federal authorities, as well as the fraud departments of their creditors.
- 4) Furnish the member with the contact information for the three major credit reporting agencies.
- 5) Advise the member on how to obtain a "free copy" of their credit report and how to place a "Fraud Alert" on their credit record.
- 6) Provide the member with an "ID Theft Emergency Response Kit™".
- 7) Educate the member on how identity theft occurs and inform the member of protective measures to take to avoid further ID theft occurrences and further damage to the member's credit reputation.
- 8) Follow-up with the member and monitor the Fraud Resolution progress.

*\*Excludes insurance or credit monitoring.*

