

Furman University Client Advocates: Frequently Asked Questions

Need help with your benefits? Contact your Client Advocates to help you get the most from your group insurance plans. Below are common questions and answers about the Client Advocates.

- How can Client Advocates assist?
 - Please contact your Client Advocates whenever you or a family member:
 - Need help solving a benefit related problem
 - Have questions about a benefit
 - Have questions regarding a bill
 - Need further clarification on an insurance matter
 - Believe that your claim has not been paid properly
 - And more.
- When are Client Advocates available?
 - Monday through Friday from 8am – 5pm.
- What is the standard response time?
 - You will receive a response within 24 hours of your inquiry.
- Who can reach out to a Client Advocate?
 - Any member of the Furman University benefit plans including the employee, spouse, and children.
- What level of customer service can I expect?
 - OneDigital values customer service. Customer service is a top priority.
 - To evaluate our customer service, OneDigital sends and collects feedback through Net Promoter Score. Net Promoter Score (NPS) is a metric that measures customer loyalty and satisfaction by asking customers how likely they are to recommend a company to others. The score is calculated by subtracting the percentage of detractors from the percentage of promoters. The result is a single number between -100 and +100.
 - The Client Advocate team currently holds a NPS of 95. The national NPS for insurance companies is a 35, so our OneDigital Client Advocate team is well above the national average.
- Will my conversations remain private?
 - Your conversations with your Client Advocate are confidential.
- Who are my Client Advocates?
 - Lorette Vivar (bilingual in Spanish), Candace Ballard, and Marilyn Harris-Davis are Furman University's dedicated Client Advocates.
 - OneDigital is not a call center, so you will always have direct access to your Client Advocates.
- How can I connect with my Client Advocates?
 - Client Advocates are available via email, phone call, and Zoom.
 - Email: furmanbenefits@onedigital.com
 - Phone: 1.888.617.7644
 - To schedule a Zoom call, please send an email request to your Client Advocates.



Lorette Vivar



Candace Ballard



Marilyn Harris-Davis

Smart Shopper program is coming soon. Please turn this sheet over to learn more.