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Customer Experience Leads to App Updates at Starmount Life, AlwaysCare

BATON ROUGE, La. – July 07, 2016 – Mobile app designers and developers at sister businesses Starmount Life Insurance Company and AlwaysCare Benefits, Inc. have turned customer feedback into sleek, new features that make dental and vision coverage simpler to understand and use. The company released the features in an update of the AlwaysAssist app now available on iTunes and Google Play.

Starmount and AlwaysCare introduced the AlwaysAssist ID card app with dental and vision provider search tools in January 2015. The company expanded app functionality seven months later to allow access to basic benefit information through single sign-in capabilities to the member's AlwaysAssist website account.

The latest update provides dental and vision plan members with practical and user-friendly features to view and track benefits and claims information, including:

- A new, mobile-optimized “My Benefits” page that shows a snapshot of benefits for members and their covered dependents aged 17 and younger. The app also offers members the option to securely send their benefits summary to the email associated with their account.
- A new, mobile-optimized “My Claims” page that features two years of claims activity and the option to securely email Explanations of Benefits (EOBs) to the address associated with their account.
- Simultaneous and easy, in-app registration for both the mobile app and the full AlwaysAssist website.
- A new, "My Account" page that lets AlwaysAssist account holders manage their settings in the app, including



The expanded features of the AlwaysAssist app offer more options for Starmount and AlwaysCare members to manage their dental and vision benefits on Apple and Android devices.

secure “Forgot Password” functionality.

“The app update improves the overall customer experience by providing more functions and mobile account access than ever before,” said Starmount and AlwaysCare COO Rob Keene. “The expanded features, streamlined menus, and mobile-optimized content simplifies the way our members access and use their dental and vision benefits and claims information.”

“Starmount and AlwaysCare are committed to providing customers with valuable products and services to protect their health and financial wellbeing,” said Starmount and AlwaysCare President Deborah Sternberg. “We listen for customer feedback from every possible channel and take great pride in using it to make our customers’ lives simpler.”

The companies’ dental and vision members can download the free app for their iPhone and/or iPad from the [Apple App Store](#) or for Android devices from [Google Play](#).

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About Starmount Life Insurance Company and AlwaysCare Benefits, Inc.:

Starmount Life Insurance Company is admitted in 49 states, and sister company, AlwaysCare Benefits, Inc., is a nationally licensed, third-party administrator (TPA). Known for reliable service and customer satisfaction, Starmount Life and AlwaysCare Benefits are national providers and administrators of life and supplemental insurance for individuals and groups. For more information, please visit www.StarmountLife.com or www.AlwaysCareBenefits.com.

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