

Your TieCare Contacts

To improve the overall efficiency and response time in responding to members, TieCare has established a dedicated mailbox solely for customer service issues: customerservice@tiecare.com. Point of contacts are as below:

TieCare International is the educational division of



Customer Service

Claims Inquiries/General Customer Service questions

Email: customerservice@tiecare.com

GBG Assist

Emergency Medical Assistance/
Pre-authorization/Benefit Verification

U.S. Toll-Free: +1.866.914.5333

Worldwide Collect: +1.786.814.4125

Email: GBGAssist@gbg.com

For the fastest processing, members should submit claims online.

Online: www.tiecare.com

Email: eclaims@tiecare.com

Fax: +1.949.271.2330

Mail: 27422 Portola Parkway, Suite 110
Foothill Ranch, CA 92610 USA

