

SPOTLIGHT: CONCIERGE MEMBER SUPPORT

You have concierge support available to help in case you have any problems before, during, or after you get care.

YOUR VITORI HEALTH CONCIERGE WILL:

- Answer questions about your benefits plan and coverage.
- Provide an orientation to the member app or portal.
- Assist you with any billing questions or unexpected bills.
- Assist with pharmacy coordination.
- Educate your doctor or provider on your plan.
- Confirm your eligibility and benefits with your provider.
- Pair you with a Member Advocate that can assist you in finding a new provider, if needed.

FREQUENTLY ASKED QUESTIONS:

Q: A doctor/other provider says that they do not accept my insurance. What do I do ?

A: Sometimes this happens if the provider's office does not recognize the logo on your ID card. You can explain that your health benefits can be verified by contacting Vitori Health at the number on the back of your ID card.

Q: What if the provider asks me to pay more than what my health plan says I owe?

A: Unexpected billing is rare, but can occur in any health plan. If this occurs, please contact the Vitori Health Concierge Team at for assistance. Do not pay more than your benefit cost-share on your EOB.

**CALL THE CONCIERGE
WITH ANY QUESTIONS
REGARDING YOUR
HEALTH PLAN.**

