



MEMBER ADVOCATES

Our **Member Advocates** serve as a dedicated support team for Detego Health LLC®. They are here to assist you in navigating your health benefits plan. Whether you have questions about your coverage, need help locating an in-network provider, or simply want to better understand your benefits, our Member Advocates are committed to providing the guidance and support you need.

WHAT WE DO

- 1 **We are here to provide direct support**, whether you have questions about your coverage, need assistance finding a provider, or seek a clearer understanding of your benefits.
- 2 **We work directly with healthcare providers** to simplify your care by coordinating with doctors, specialists, and medical offices, handling everything from coverage verification to billing support.
- 3 **We identify opportunities to lower your out-of-pocket costs** and help you save money, ensuring you get the most value from your health benefits.
- 4 **We assist in finding in-network doctors and providers** that best meet your needs, taking into account your location, personal preferences, and specific health requirements to ensure you receive the right care.
- 5 **We initiate Single Case Agreements** when the provider best suited for your care is out-of-network, in an effort to secure in-network benefit levels for your treatment. Please note that Single Case Agreements are not guaranteed.
- 6 **We offer balance bill support** if you receive a bill for charges you are not responsible for, we are here to assist. We will clarify the bill details and, if needed, work directly with the provider to attempt to resolve or reduce the charges.
- 7 **We assist with reimbursement requests** if you've paid out-of-pocket for a covered service. Our team will provide and gather the necessary forms and information to submit to our processing department.