

HEALTHCARE ADVOCACY

IS A PERSONALIZED SERVICE THAT HELPS YOUR PLAN MEMBERS NAVIGATE THE COMPLEXITIES OF THE HEALTHCARE SYSTEM

OUR HEALTHCARE ADVOCACY IS YOUR PARTNER, BUILDING SOLUTIONS CENTERED AROUND EACH UNIQUE INDIVIDUALS NEEDS. WE CALL IT: "HEALTHCARE. AS IT SHOULD BE"

Our dedicated Subject Matter Experts provide professional support to plan members through awareness and effective engagement tools, and support improvement with demonstrated, measurable results via concierge-level services.

AWARENESS - Explanation of Benefits

ENGAGEMENT - Personalized Support

IMPROVEMENT - Concierge Level Solutions



PLAN BASICS

EXPLANATION & UNDERSTANDING OF BENEFITS

- General Plan Questions • Assistance with Co-Payments, Deductible & Out-Of-Pocket Costs
- Clarify Covered Services • Understanding Pharmacy Benefits & Formularies



PERSONAL CARE

INDIVIDUAL SOLUTIONS

- RX Medication Review • Cost Savings Options
- Case Management Support • One-To-One Preventative Care Planning



FINDING CARE

TRANSPARENCY & ACCESS

- Finding In-Network Providers, Treatments & Facilities • Get Second Opinions & Alt Care Options • Schedule Appts & Transfer Medical Records • Compare Cost & Quality



PROBLEM SOLVING

HANDS-ON SUPPORT & SOLUTIONS

- Claims Explanation & Support • Medical Bill Reviews & Audits • Fee & Payment Negotiation
- Appeals & Approvals

"Employer benefit staff is stretched thin and carrier plan support is harder to navigate than ever before. We're finding the convenience of using an advocate service helps to shift the tasks associated with member questions and plan support, to effectively support the needs of our clients and individual plan members." -Tampa, FL