

## Healthcare Concierge

### Live, personal assistance to help you understand and make the most of your benefits and services.



I love being an HCC because every outreach call I make counts. The members who share their stories and families with me make an impact on my life just as much as I make an impact on theirs when I can solve their problem or make them feel at ease.”

—Courtney, HCC

Our model of customer service is what sets HealthTeam Advantage apart from other plans. First, it’s not just customer service to us—our member services representatives are called Healthcare Concierges (HCCs). Concierge is a term we borrowed from the hotel industry because it refers to the personalized level of care and assistance we provide.

Our Healthcare Concierges are real people helping real people. They live and work right here in the Triad. They’re available by email, phone, or in person at our office in Greensboro.

When you call, you speak to a live person; you don’t struggle through a phone tree or get put on hold. Your HCC is a dedicated partner who works with you on more than your health plan, they work with you on how to plan your health. Your Healthcare Concierge is your healthcare advocate who wants to keep you healthy and happy.

Your Healthcare Concierge can help:

- ◆ Find a primary care provider and set an appointment
- ◆ Help you understand your plan and benefits
- ◆ Take care of replacing lost ID cards
- ◆ Answer questions about pending claims or account status
- ◆ Assist with prescription drug coverage
- ◆ Help with special healthcare needs

And not only is your HCC there for you when you have questions, but they’re also there for you right from the start. You’ll get a Welcome call, a Happy Birthday call, and sometimes even a call just to check in if we haven’t heard from you in a while. Because, as a HealthTeam Advantage member, you’re not just a member, you’re part of our family.

See what some of our members, your neighbors, have to say about their experience with our HealthTeam Advantage Healthcare Concierges:

#### Joe, HealthTeam Advantage member

“I did some follow up to see if a larger than expected out-of-network charge could be corrected and the customer service rep, Julie, was very polite and resourceful to keep checking back with the out-of-town provider until I was refunded over \$300 in extra charges from the out-of-town provider. Julie is a fine asset to HealthTeam Advantage and the other reps have been helpful and friendly also.”

#### Pat, HealthTeam Advantage member

“HealthTeam Advantage is amazing. If you are having a problem, they are so efficient in handling the problem and are always so kind and more than willing to go the extra mile. I am so impressed with their customer service and by the way, you actually speak to a person!”

#### Andrew, HealthTeam Advantage member

“It’s a great organization to be a member of and I like they are here locally in Greensboro. I’ve never had anyone that’s not bent over backward for me—no exceptions!”



My favorite part about my job is helping our members, talking to them, working through a process with them any issues they have, they know they can call us and we can get to the root of the problem.

—Karen, HCC