



“ One of the things we love about HTA is the customer service and that the HCCs answer the phones right on point. They are knowledgeable, accurate, and give us the information we need to move forward. And we love that the claims are filed quickly and paid. There’s been no error in two years!

—Ellen and Bill, HTA members

“ As an HCC, I find it rewarding to be the first line of defense for our members. Medicare can be confusing but HealthTeam Advantage has provided us with the knowledge and resources needed to make a difference in the lives of our members. As a team, we are here and we care!



—Morgan,
Healthcare
Concierge



“I’m here for you!”

—Courtney
Healthcare Concierge

For more information about our HCCs and HealthTeam Advantage call toll-free 877-905-9216 TTY:711.



Local. Reliable. Accessible.

HealthTeam Advantage, a product of Care N’ Care Insurance Company of North Carolina, Inc., is a PPO and HMO Medicare Advantage plan with a Medicare contract. Enrollment in HealthTeam Advantage depends on contract renewal.

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Local. Reliable. Accessible.

Who We Are

HealthTeam Advantage is a local, reliable, accessible health insurance company that offers benefit-rich PPO and HMO Medicare Advantage plans.

Our plans feature:

- ◆ \$0 monthly premium options
- ◆ \$0 copays for primary care providers (PCPs)
- ◆ Dental, vision, hearing, and SilverSneakers® fitness benefits
- ◆ Telehealth and 24-hour nurse advice line—from the comfort of your home
- ◆ Friendly formulary—covers more preferred generic and generic drugs than other Medicare Advantage plans in our service area
- ◆ Low maximum out-of-pocket cost to members

“As a member of HealthTeam Advantage, you’re more than just a member, you’re part of our family.

**—Brendan Hodges,
President HealthTeam
Advantage**



Why Choose Us

What *really* sets our plans apart is our customer service. 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; it refers to the personalized service 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 even for in-person meetings right here in our Greensboro office.

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.

“I have been a member going on 4 years. Really terrific HCC response with accurate information. They bend over backward to answer your questions, no exception.

—Andrew, HTA member

How We Can Help

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, they’re 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. Because as a HealthTeam Advantage member, you’re more than just a member, you’re part of our family.



“What I love about being an HCC is that I can help members understand their benefits, explain their claims, and find them in-network providers.

—Jessica, Healthcare Concierge