

# Healthcare Concierge

## Live, personal assistance to help make the most of your benefits.



I enjoy being a concierge because of the relationships we get to build with our members; they become our family.”

— Ashley, HCC

Great customer service is an important part of any business. At HealthTeam Advantage we take that idea to the next level with our Healthcare Concierges (HCCs). You won't struggle with a traditional call center and phone tree. Our HCCs answer the phone quickly and have resources at their fingertips to resolve your questions.

As a member, you'll have a personal Healthcare Concierge to contact for fast answers about your coverage. Your concierge is a HealthTeam Advantage expert who knows you, your plan, and your doctors.

They're available by:

- ◆ Phone — 888-965-1965
- ◆ Email — [conciiergehta@healthteamadvantage.com](mailto:conciiergehta@healthteamadvantage.com)
- ◆ Scheduling an in-person visit at our Greensboro office

Your concierge can:

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

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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.

Your concierge is there for you right from the start. You'll get a Welcome call, Happy Birthday call, and sometimes 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:

**Pat, HealthTeam Advantage member**

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

**Bill, HealthTeam Advantage member**

“The customer service folks are right on point. They're knowledgeable, accurate, and they give me the information I need. We like the quick service and that they're located here in Greensboro.”



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I enjoy being an HCC because HTA empowers me to go above and beyond to assist our members. I can actually take the time to explain things to members in a way they can understand. We are treated like family and in turn, we treat our members like family. What's not to love about a company like that?”

— *Jessica, HCC*