

Healthcare

Concierge Service

Personal assistance from a HealthTeam Advantage Concierge.

At HealthTeam Advantage, your Healthcare Concierge is your single point of contact and trusted partner committed to working with you throughout your entire healthcare experience.

When you enroll in a HealthTeam Advantage PPO plan, you will have a personal Healthcare Concierge who will work closely with you each time you need assistance. As a member of HealthTeam Advantage, you are more than just a member – you are part of our family.

Your HealthTeam Advantage Healthcare Concierge can help:

- **EXPLAIN HEALTH BENEFITS.** Your Healthcare Concierge will take the guesswork out of understanding your health plan coverage. Give them a call or send an email and they can answer questions you may have about your health plan benefits, services, pending claims, or account status.
- **FIND A HEALTHCARE PROVIDER.** Your Healthcare Concierge is available to help you access the healthcare you need. Your Healthcare Concierge can assist with locating providers within the HealthTeam Advantage network as well as assist you with scheduling an appointment.
- **VERIFY HEALTH PLAN COVERAGE AND ASSIST WITH CLAIMS AND BILLING PROCESS.** Navigating the healthcare system can sometimes be confusing. Your Healthcare Concierge can confirm your health plan coverage, verify status and assist you with the claims and billing process.

Your Healthcare Concierge's first priority is to make sure you are provided with excellent member service. Members will be able to contact their Personal Healthcare Concierge by phone, email, or video conference by appointment.

HealthTeam Advantage - Not just caring for you, caring about you!