

# Healthcare Concierge

Live, personal assistance to help you understand benefits, find a provider, and more.

As a HealthTeam Advantage member you have 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 there for you any time you need assistance or have questions. Need help finding a primary care physician and setting an appointment? Contact your Healthcare Concierge. Want someone to explain the differences between the mail-order prescription options? Contact your Healthcare Concierge. Not sure exactly what's covered under your plan and benefits? Contact your Healthcare Concierge. Lost your ID card? Contact your Healthcare Concierge. They are your go-to person for any questions you may have or information you may need about your Medicare Advantage plan. You don't have to figure everything out on your own.

Your Healthcare Concierge can help:

- **Explain benefits**—they'll answer your questions about your health plan benefits, services, pending claims, or account status.
- **Find a provider**—they'll help you find providers and even schedule an appointment.
- **Verify plan coverage and assist with claims and billing process**—they'll help you navigate the healthcare system, confirm your health plan coverage, verify status, and assist you with the claims and billing process.



**Email:** [ConciergeHTA@HealthTeamAdvantage.com](mailto:ConciergeHTA@HealthTeamAdvantage.com)

**Call:** 833-324-3242 (TTY 711)

- October 1—March 31, 8 a.m.—8 p.m., EST, seven days a week
- April 1—September 30, 8 a.m.—8 p.m., EST, Monday through Friday

HealthTeam Advantage, a product of Care N' Care Insurance Company of North Carolina, Inc., is a Medicare Advantage organization with a Medicare contract. Enrollment in HealthTeam Advantage depends on contract renewal.