



**BalanceCare<sup>SM</sup> is a comprehensive, time-saving resource that will help you better understand and maximize your healthcare benefits.**

**Our wide-ranging health advocacy services assist you in managing and resolving health issues for you and your family.**

### How does BalanceCare work?

When you need help with a healthcare or insurance issue, simply call **BalanceCare** at 1-877-598-8617. You will have immediate access to your own personal Care Guide who will work with you to the completion of your request. Our experienced professionals are dedicated to providing the best solution for your individual needs.

### Who is eligible?

**BalanceCare** is available to you and your eligible family members including spouses, parents, and dependent children. Call us if you have any questions concerning membership eligibility.

### When is BalanceCare available?

You and your eligible family members have immediate access to confidential support, twenty-four hours a day, seven days a week.

### Is my privacy protected?

We will handle your case with absolute confidentiality. **BalanceCare** will follow government laws to ensure that your medical and personal information is protected. Your employer does not have access to your confidential information.



## SERVICES

### BalanceCare

Our experienced professionals will help you navigate through the healthcare system. Your personal Care Guide will always be sensitive to your confidential needs.

### Care Coordination

**BalanceCare** can help you locate the best specialists, hospitals, and treatment for medical conditions. We can even schedule your appointments, if needed.

### Claims Assistance

**BalanceCare** will explain your benefit plan and assist you with insurance coverage issues, such as appealing denied claims and researching or resolving medical billing issues. Your Care Guide will assist you in coordinating healthcare related services, and provide information on prescriptions including options, costs, and possible discounts.

### Health Motivation

Your health advocacy service will answer your questions, and provide you with information to prepare you or eligible family members for healthcare appointments. As a member, **BalanceCare** will supply the resources you need to understand medical issues. The more you understand, the more active you will become in your healthcare plan.

### Benefit Information and Support

**BalanceCare** can assist with special services such as:

- Claims Assistance
- Referrals
- Care Coordination
- Specialty Care
- Eldercare
- Medicare
- Transportation
- Clinical Trials
- Home Healthcare Services
- Hospital Planning
- Assisted Living and Finances
- Rehabilitation Services

